



**Cockburn & Fremantle Orthodontics | Endodontics** have been closely following the COVID-19 developments through the Australian Government Chief Medical Officer and public health agencies to keep our patients, families, staffs and workplaces safe.

Our priority is to protect our patients, staff and community while remaining open for business through this difficult period. Currently our clinic business hours are operating as normal, and we will keep you informed as the situation changes.

As members of your local community, the health and peace of mind of our patients, families, and staff members remain our highest priority. We will continue to practice the highest level of hygiene measures and infection control procedures. The following is a summary of the implemented preventative hygiene measures across our clinics:

### **Hand Washing and Cleaning**

- We are cleaning and sanitising common spaces hourly
- Hand washing with soap and water or hand sanitiser must be used by every person upon entering the clinics and throughout your visit

### **In Our Waiting Room**

- The Patient Check-In computer will be unavailable – so please let reception know when you arrive
- We have also removed the magazines and toys to prevent the possible spread of infection

## **Social Distancing**

- We request that only the patient enter the clinical treatment area unless the patient is a minor where one adult can accompany them
- If you would prefer to wait in your car before your appointment then please inform our reception desk so that we can call you when we are ready for you

## **Please Reschedule If Unwell or Travelled Overseas**

- If you have a cold, flu, runny nose, cough, fever or you believe you may be coming down with a respiratory illness
- If you have arrived from overseas please self-isolate for 14 days as per government directives
- If you have had contact with a person with confirmed COVID-19 whilst infectious, self-isolate for 14 days
- Call our reception on **9412 3838** to reschedule

## **Two Clinic Locations**

- We can see our patients at either the Fremantle or South Lake clinic if one location is more convenient for you. Please contact our reception team on **9412 3838** to rebook your appointment.

## **National Corona Virus Helpline – Phone 1800 020 080**

- If you develop respiratory symptoms or fever, please call the national helpline

We will continue to keep you updated with any changes as the situation arises. From the entire team at **Cockburn & Fremantle Orthodontics | Endodontics** we wish you all well as we get through this difficult period.