Stage 1 - Planning for Return to Work (RTW)

Communications	Patients - Management	IT	Workforce	Cross infection & Clinic Management
Letter to patient advising them of planned opening – manage their expectations and prepare them for the changes that have been implemented for their safety[1] [1. Link]	Prioritise patient into waiting lists[3] [3. Link]	Create all necessary electronic forms eg screening questionnaire, MH forms, consent forms where possible	Communicate with team regarding opening date and expected RTW date	Write protocols for cross infection procedures and protocols[6,7,8] [6. Link, 7. Link to gov.uk],[8. Link to BOS AGP doc],
Consider moving to electronic forms – eg Medical History forms/ Consent forms	Consider possible virtual management of new patients/ retainer review/ recalls[4] [4.Link]	Purchase any necessary software/ hardware	Assessment of Team members for suitability to return to work	Order appropriate PPE[9,10] [9.Link, 10.Link]
Modify text reminders to include screening questions	Adjust diary for time between patients to social distance/ turnaround surgery	Test all systems prior opening	Consider shielding/ pregnant staff	Plan any physical modifications to the building[6]
Create detailed screening questionnaire[2] [2. Link]	Review opening times relative to patient backlog			
	Defer all AGP procedures if no alternative treatment method can be found[5] [5. LINK]			

Stage 2 - Prior to Opening

Communications	Patients - Management	IT	Workforce	Cross infection & Clinic Management
Letter to patients advising them of expectations in Phase 2[11] [11. Link]	Diary management to allow for rest time between procedures	Turn on text messages reminders	Review Cross infection procedures and training	Check PPE stocks[8,9]
Screen patients 5-7 days prior to appointment date	Review current surgery opening times and patient volumes	Check any newly implemented systems both software and hardware[4]	Communicate to staff clearly and transparently expectations and requirements in Phase 2	Check expiry dates on all materials
Announcements by letter/ email/ social media[12] [12. Link]	Clear reception area of unnecessary paperwork	Move towards cashless payment systems	Review Social distancing and PPE requirements amongst staff	Check Medical Emergency Kit functional
	Walk through new patient journey to eliminate any unforeseen concerns		Renew indemnity if paused	Check all equipment - chairs/ compressors/ suction
	Advice lab of RTW date		Consider working hours flexibility and rotating staff to cover initial back log of patients[13] [13. Link to Workforce document]	Renew Clinical Waste management if paused
			Make staff aware of well being resources available[14]	

Stage 3 - Check in – Patient arrives at Premises

Communications	Patients - Management	IT	Workforce	Cross infection & Clinic Management
Patient greeted in car park/ asked to call reception on arrival	Temperature taken	Screening questionnaire loaded into patients notes[2]	Reception staff to wear appropriate PPE[8,9]	Hand gel offered on arrival
Re-advised of new procedures	Limit attendance to patient only where possible		All headset and keyboards to be wiped down between uses	Follow practice protocol for wearing face mask while on premises
Screening questionnaire completed[2]				Cross infection of door handles and patient areas in reception to the managed according to practice policy
				Hygiene protocol for pen use

Stage 4 - Clinical Appointment

Communications	Patients - Management	IT	Workforce	Cross infection & Clinic Management
Patient advised regarding new PPE requirements and appearance of clinical staff	Consider use of mouthwash prior to procedure	Limit paperwork to be present on surface without barrier or all notes to be on computers	Limited staff in surgery to reduce cross infection	All surface wipeable or covered with barriers where not possible
Review screening questionnaire	Limit physical contact with patients- eg handshaking		All staff trained in PPE use and cross infection protocol	Use of appropriate wipes and products to maintain cross infection
	Consider how you will communicate with parents who do not attend with patient- Paper/ text/ email			Cross infection policy for use and cleaning of cameras
	Decide on treatment required / AGP alternatives and manage patient expectations			Cross infection policy for use and cleaning of Keyboards
	Strict reinforcement of oral hygiene			

References

1. Link to letter to Patients re planned opening - LINK
2. BOS COVID-19 Pre Attendance Screening Questionnaire - LINK
3. BOS COVID-19 Recovery Guidance (Patient Communication) – LINK
4. BOS COVID-19 Recovery Guidance (IT in COVID-19) – LINK
5. BOS COVID-19 Table of Procedures AGP and alternatives - LINK
6. BOS COVID-19 Recovery Guidance (Cross infection Control) – LINK
7. COVID 19: infection prevention and control (IPC) - LINK
8. What is an Orthodontic AGP, The British Orthodontic Society - LINK
9. What is appropriate PPE, The British Orthodontic Society - LINK
10. Recommended PPE for primary, outpatient, community and social care by setting, NHS and independent sector - LINK
11. BOS COVID-19 Recovery Guidance Patient Letter - Welcome Back – LINK
12. Patient Comms & Social Media resources - LINK
13. BOS COVID-19 Recovery Guidance (Workforce) - LINK
14. Link to BOS well-being video -LINK