



WE ARE SOCIAL DISTANCING, BUT WE'RE STILL HERE FOR YOU.

Dear Patient,

We sincerely hope you, your family and your loved ones are all staying safe and in good health. I also hope that your dental health is NOT suffering.

With the current pandemic and not being able to see you in person, we simply wanted to keep in touch with you and say HELLO!

Sadly, owing to the devastating impact of Covid-19, too many families have lost loved ones, and this insidious virus continues to have a profound impact on our way of life. Last month due to government guidelines, we were advised to close the practice and cease "routine dental treatments." As a result of this, we had to furlough 60% of our great team.

At present, we are only able to offer you dental advice and are unable to carry out any dental treatment. The emergency telephone line for the practice is open during the normal working hours from Monday to Friday on **01923 231803**, and your call will be triaged, advice given and where necessary, the on-call dentist will return your call. Alternatively, you can email us on info@cassioroaddental.co.uk.

If you have outstanding treatment / open courses of treatment, don't worry as our team will contact you once we are open and able to resume normal dental care.

Even though the practice is closed, we wanted to share with you what is still going on behind the scenes.

We've implemented deep clinical cleaning and sanitation for the entire practice building. One of our dental nurses, shown below, is executing the massive task to ensure when we open we are ready for you!

Additionally, we are in the process of acquiring and implementing systems that will allow patients to check into reception on their smartphone whilst sitting in the car or using a QR code located around the reception area, ensuring safe social distancing at all times. In the future, this technology will allow payments to be taken online, making visiting the dentist a seamless process.

Our vision is to make all forms required to be completed by patients at reception to be sent via a hyperlink in a reminder email / SMS and then completed digitally, again providing a safe and simple workflow.



As “routine care” has been suspended on the high street, dentists at Cassio Road Dental Practice want to see their PPE kit put to good use, whilst ensuring that they have supplies for when business returns to something like normal.

We have donated masks, gloves and other PPE to our local NHS and we are encouraging every practice do the same...

Watford Football Club, Gate 14, between 11.30 am and 4.30 pm is the drop off site and this is where we have donated.

Whilst the scale of this crisis is daunting, I am humbled and heartened in equal measure by the everyday acts of courage and humanity, which serve to remind us that better days lie ahead. I am particularly proud of the staff at Cassio Road Dental practice that have volunteered their time and skills to support the NHS by providing dental advice and stepping up to possibly working on the front line, in new urgent care centres and in our hospitals.

Finally, a big thanks to you, our loyal patients, for all your patience, your understanding, and your messages of support. We couldn't do what we do, without you!

We look forward to welcoming you at the practice in the coming months...

Bleed blue, stay home and support our NHS

Warm regards,

Cassio Road Dental Team