

## A message from lars



I miss the flow of our normal practice life. The current situation is not much fun for any of us. I am acutely aware of the extra difficulty ever-present PPE and the lack of physical contact has on our ability to communicate. I would like to make sure that every one of our patients knows that we are still open to any questions and queries at any stage of your orthodontic journey.

The thought of coming to any orthodontic/dental setting at the best of times can for many be a scary thought without the additional barriers we have been obliged to work with since re-opening. I am particularly concerned about the young children. Although they seem to be coping remarkably well, I do wonder what the effect of this new way of contact will have on the younger generation as we go forward.

However I am so happy to say that patients have responded incredibly well to all the latest procedures we have had to put in place and we are enormously grateful for all your support and the trust you continue to show in us. We appreciate it very much.

**\*\*We are working tirelessly to update our operating procedures as the events unfold over the coming months\*\***

Thank you!  
Lars

## leave it to the professionals....

So, we've all had a go at cutting and dyeing our own hair during lock-down and had the tweezers out to keep ourselves groomed but I think we all agree that some things are just best left to the professionals! Orthodontics for example. We flagged this in our **Winter 2019 Newsletter** (*still available on our website*) where we highlighted the pitfalls of **DIY Orthodontics**.

Appointments:

01865 514253

As well as everyone rushing back to their hairdressers and beauty parlours, we too have seen a spike in interest for appointments - so don't delay, book your appointment today! Whilst things may be a little different from before, we're still able to offer a safe and high quality service to our patients, with just a few tweaks here and there, as you'll see below;

## So what's new?

### YOUR CAR IS OUR NEW ALTERNATIVE WAITING ROOM!



Patients can choose to remain in their cars or outside until their allocated appointment time and **attend unaccompanied where at all possible**. Simply call us when you arrive and a team member will check you in. In this way we can limit the amount of people in the practice for our safety and yours.

### PRE-SCREENING



We'll give you a quick call the day before to check for any COVID-19 symptoms. We appreciate your patience with these repeated screenings. They are obligatory and help to keep us all safe.

### PRE-PAYMENT



Pre-payment of your appointments/deposits online or over the telephone prior to your appointment avoids patients congregating in Reception after their appointments. We're also securing signed documents digitally via email to speed up the check-in process, which all helps in achieving a safe and contactless environment.

### PRE-CAUTIONS



We ask that patients wear a mask to their appointments and use the automatic hand sanitizer at Reception on arrival. We'll take your temperature too. Screens on Reception are also in place to keep both staff and patients safe and we appreciate patients adhering to social distancing whilst in Reception. We kindly ask you to clean your teeth before arriving at the surgery, as toothbrushing is currently not allowed in public spaces.

### PRE-PARED!!



Luckily, not many appointments will require the clinical team to wear full PPE and you can still see the twinkle in their eyes!

***All staff are screened before their shift, have their temperatures taken and adhere to social distancing around the practice whenever possible.***



*The waiting room magazines have had to go sadly due to cross-infection risk, but we do offer free guest WiFi to keep you entertained!*

## “Waiting for the host to start the meeting”....

Whilst Zoom/video calls were a lifeline during lockdown, the downside was having to see mirror-images of ourselves in a more critical way than we have perhaps been privy to before. We all tinkered with our backdrops on calls, popped on some lippy maybe, "tidied" ourselves up for the camera but the one thing we couldn't conceal when chatting, was our teeth. But luckily help is at hand!

Here at Lars Christensen Orthodontics we can help create a smile that will boost your confidence in what is sure to become a society heavily reliant on video technology going forward.



### Christmas & New Year Opening Hours

- **21 Dec** - **9.00 am to 5.30 pm**
- **22 Dec** - **9.00 am to 5.30 pm**
- **23 Dec** - **9.00 am to 5.30 pm**
- **24 Dec to 28 Dec inc** - **CLOSED**
- **29 Dec** - **9.00 am to 5.30 pm**
- **30 Dec** - **9.00 am to 5.30 pm**
- **31 Dec to 3 Jan inc** - **CLOSED**
- **4 Jan** - **RE-OPEN**



Twitter user...?

Why not follow the British Orthodontic Society [@BOSbraces](#) and [@SafeBraceUK](#) to pick up some great tips and advice - whether you are thinking of having braces, are already in treatment or wearing retainers — definitely worth checking them out!