

Dear Sir or Madam,

You are a patient of one of the oral health professionals who collaborate with the **Biopôle Dental Centre**, or you have consulted us in an emergency during the extraordinary period in which we provided the public dental emergency service 6 days a week.

The decisions of the Federal Council to resume personal care on 17.04.2020 allow us to resume almost normal activity as of **27.04.2020**. We look forward to seeing you among our patients for adult and children's dentistry, professional dental hygiene, stomatology, orthodontics for adults, children and adolescents.

During the second phase of the extraordinary period which begins on 27.04.2020 we ask you to help us to comply with the recommendations of our professional association the SSO and with those of the general health department of the canton of Vaud.

To do this, a few simple rules are to be followed, help us to prevent the spread of COVID-19 by applying them:

1- If you have an appointment with us, you have been called back and some instructions have been given to you:

a. If it is possible, come alone to your appointment.

b. If this is not possible (child, dependent elderly person, person with a disability) only one accompanying person will be admitted. The other companions will wait outside the centre in the courtyard for example.

c. When entering, disinfect your hands and disinfect them again when leaving. A hydro-alcoholic solution is available on the desk.

d. Do not come early, you should wait in the waiting room which we try to avoid.

e. Stay away from the desk. Respect the distance line drawn on the floor.

f. The protections we wear (surgical masks, FFP2 masks, protective visors) are only intended to protect you and us and to limit the spread of infection. We do not always wear the same protections depending on each type of care which exposes to different risks. So don't be surprised.

2- You do not have an appointment: do not show up at the door in an emergency. Be kind enough to call beforehand so that we can organise your treatment at the best time of day to avoid overcrowding.

Thank you for your understanding and we look forward to seeing you at the Biopôle Dental Centre.