COVID-19 : UPDATE FROM 34 CASTLE STREET. HEREFORD.

During the on-going lock down associated to the Covid-19 pandemic we are continuing to follow advice from the Government, the Department of Health and our dental professional bodies and remain closed for face-face appointments. This is to limit the effects of potential spread of the Coronavirus and to protect you as our patients and the staff at the practice.

However, whilst we are unable to see you and advance progress with your treatment there may be occasions when problems may occur. If this is the case, please contact us via telephone if there are problems or questions about the brace treatment.

The emergency telephone number is on the answerphone message on the Castle Street phone number [ 01432 273393 ].

As an additional resource the British Orthodontic Society has produced a number of short clips that can be viewed to give advice on some of the common problems being encountered by orthodontic brace wearers. There are also some excellent and informative clips regarding tooth brushing and brace maintenance that we would recommend all brace wearers to see. You can find these on the front page of the British Orthodontic Society website, as well as other Covid-19 information relating to dentistry and orthodontics.

We are using some of this time available to update our information system and if you think that we might have your old contact information (such as your contact details, postal address including the postcode, telephone numbers [ land and mobile] or e-mail address). Please contact us and send us the new/ up to date information. We can be best contacted via the e-mail address:

[reception@evansmortonevans.co.uk](mailto:reception@evansmortonevans.co.uk).

Please ensure that you tell us the name of the person the details relate to so we can correctly update the computer system, and as much detail as you can to make getting in touch easier when we restart clinics.

At the moment we anticipate that the clinics will remain closed until at least the 5th of May 2020 but, if the advice is to remain closed after that date, we will follow that advice. We will contact you as soon as we can to reschedule appointments when the advice is to allow resumption of face to face appointments. We think it is likely that some changes will be evident for a considerable time after the lock down is relaxed but exactly what this means in terms of the provision of your brace treatment is not yet clear. We hope to update you as this information becomes clearer.

We hope you and your loved ones are safe at this time.

The 34 Castle Street Dental Team