

This is a message to our Denplan Patients.

We would like to take this opportunity to thank you for your patience and understanding during this difficult time. The Covid-19 pandemic is moving very rapidly and our management team are ensuring that the practice is following the guidelines issued directly from the Department of Health, we are also communicating with all of the industry experts to ensure we take every precaution to protect our patients, your safety is of the utmost importance to all of us at the practice.

We have had some issues with the company that manage our phone systems, we can only apologise if you have experienced difficulties trying to contact our team, we hope to provide more clarity on our answer phone service shortly.

Our practice is extremely proud to always have the patients experience at the centre of everything we do and we are totally committed to providing our patients with preventive care and making it as affordable as possible, it is for this reason that we introduced Denplan a number of years ago as a way of budgeting for ongoing oral health, Denplan Care is a preventive care plan and the monthly payment is based on the amount of treatment and care your dentist has assessed you will potentially need in any one year this always balances out over the year. The plan enables patients to spread the cost of their treatment, care and prevention throughout the year, ensuring the team can provide the very best treatment to you without you having the worry of large unexpected bills.

We are extremely sorry that we have had to postpone some appointments for non-urgent treatment, this is the last decision we wanted to make, but with no other option, we want to reassure you that although delayed, the treatment will still be covered as it is a long term care plan. Our teams will be in contact with you just as soon as possible to rebook the postponed treatments this will be treated as a priority and we will offer an appointment as soon as possible.

Please rest assured that we are still available to provide the essential emergency care as recommended by the Department of Health, if you experience a severe problem you can call the practice, we will assess the problem and we will provide emergency assistance as soon as possible.

You are important to us – you are part of our practice family, the team at the practice are here to help in any way we can. If you are isolating and need assistance getting essentials or anything else, please call or email us and we will be happy to help wherever possible.

We have added some helpful advice sheets to our website and social media to keep everyone as healthy as possible during this period.

Once again thank you for your support and understanding, take care and we look forward to seeing you as soon as possible.

Many thanks from all the team at **Treetops Dental Surgery**