



Tuesday, 1 September 2020

**To our Auckland whānau**

This letter is to inform you about the service delivery for the Children's Community Dental Service (Auckland Regional Dental Service).

During Level 3, there were national restrictions on the health services able to be offered to minimise the risk of spreading COVID-19. This included restrictions on routine dental treatments and check-ups. Because of this, we have now commenced our COVID-19 Recovery Plan. This means we need to firstly offer appointments to children who have been identified as requiring treatment and those waiting the longest for their routine examination. We also offer an acute service for any child who is experiencing dental pain. In addition, during the transition to Level 2 there may be some restrictions in the range of dental treatments that we are able to provide.

We apologise in advance for the delays this will cause for some children who are due a routine check-up. Please be assured that we will contact you as soon as we are able to offer your child an appointment with our service.

In the meantime, if your child is in pain or you have immediate concerns with their teeth, please phone 0800 TALK TEETH (0800-8255-83384). Our staff will be available to discuss your concerns with you directly, and will offer your child an appointment if required.

For more information as well as our top tips for keeping your child's smile bright, please search 'ARDS' on the Waitematā DHB website – [www.waitematadhb.govt.nz](http://www.waitematadhb.govt.nz).

Kind regards,

A blue ink signature of Adelle Rongokea, consisting of a stylized 'A' followed by a horizontal line.

Adelle Rongokea  
Unit Manager – ARDS  
Waitematā DHB

A blue ink signature of Kirsten L. Miller, written in a cursive style.

Dr Kirsten Miller  
Acting Clinical Director - ARDS  
Waitematā DHB