

## **Before your Appointment**

One of reception team will contact you to book your appointment. We will be operating clinic zones for vulnerable patients, as well as specified clinic times where certain treatments can be carried out. There may not be a range of appointment times available.

On the call our team member will ask you screening questions relating to COVID-19, if you or anyone in your household are experiencing any of the symptoms of the virus, you will be advised to rebook after 14 days.

We will also ask you how you will travel to the practice.

We will send your medical history questionnaire and other documents you would previously completed in reception when you arrived, to you digitally to complete before your appointment. This will be a link with your appointment reminder on your email or text.

The dentist will also contact you by phone or video call before your appointment to discuss your treatment plan and discuss the procedure and costing.

The payment for treatment will be taken prior to your appointment by card on the phone.

## **On the Appointment Day**

Before you leave home, please make sure you have brushed your teeth, used your own toilet facilities and are hydrated.

Please attend alone. (If you require someone with you please let reception know beforehand.)

Please bring only essential items that are absolutely necessary to have with you into the practice, this may include medicines like asthma inhalers.

If you have a face mask or face covering you should wear this when you enter the practice.

Please ensure you have completed your forms prior to arrival.

When you arrive at the practice, you can call reception and let them know you are here. If you are arriving by car, we will ask you to wait in your car until we are ready to see you. If you need to wait outside the practice please follow social distancing recommendations.

The practice door will be locked, we will open the door when we are ready to start your appointment.

## **Entering the Practice**

One of our dental nurses will meet you at the front door. She will ask you to confirm that you or anyone in your household do not have any symptoms of COVID-19 today and take your temperature before you enter. She will be wearing PPE.

As soon as you enter, you will be asked to thoroughly wash your hand with soap.

There will be no other patients in any of the waiting areas or reception, you will be guided straight in to the surgery. Please ensure safe distances are kept you and our team members.

Our reception staff are behind a screen for added protection

The practice and surgeries will be clutter free. All areas are cleaned and disinfected thoroughly in between every patient. We will be following strict cross infection control protocol as we always have done but with new steps to ensure the whole patient journey is as safe as possible.



## **In the Treatment Room**

If you have a coat and bag with you, please place them in to the plastic box provided.

The dentist and nurse will be wearing PPE and wont be able to greet you as we used to, but we will give you a wave!

To be able to provide you with our service and care, to carry out your dental treatment, we are unable to adhere to social distancing. Our dentist and nurse will be wearing additional specialised PPE gear.

We will give you patient safety glasses and a patient apron to wear also.

We won't be able to converse much whilst wearing the specialised masks, but please let us know at any time if you need to stop or have a break by raising your hand.

At the end of the appointment please use the hand sanitiser and exit as instructed.

Reception will call you to arrange a further appointment if required.

The treatment room is thoroughly cleaned and disinfected, the instruments are sterilised.