

# Advice for Patients attending at the Practice

The whole team are working hard to ensure that your visit to the dental practice will be a pleasant, effective, and most importantly a safe experience. Many of the procedures and protocols that were routinely part of safe delivery of dental care are already well developed and practiced.

With the COVID19 pandemic we have upgraded many of these routines to ensure that we are offering you the latest in safe dental environments. The risk of virus particle contamination is managed carefully in all areas of the building and clinic room.

We are keen to prepare our practice prior to your visit as much as possible in order to limit the time you spend in the practice and to allow us to manage your dental problem efficiently and effectively while you are with us. We will endeavour to manage as much pre-visit admin and consultation with you over the phone and by email to streamline your actual onsite visit.

Please look at the following guidance that will help us look after you during your visit.

- If you are unwell for any reason it is better not to come to the Dental Practice. If you suspect you have symptoms of COVID 19 please stay at home and follow NHS guidance.
- Please prepare your-self at home to have freshly scrubbed teeth using your usual oral hygiene measures. We want to avoid a last minute clean up in the practice facilities.
- **The practice will not be accepting cash payments so please remember your plastic card.**
- **Please bring your own pen to sign any paperwork that may be necessary.**
- Please do not bring anyone with you into the building if this can be avoided. Of course, we are ready to receive parents of small children and carers but this will be limited to one parent/carer so please plan to keep siblings and other family and friends out of the building.
- We will operate a socially distanced waiting room. Face coverings must be worn in the waiting room otherwise you will be told to wait outside until you are called in for your appointment.
- Please try to arrive cool and calm. Please don't run or race your bike to your appointment as your body temperature will be raised and you could appear feverish.
- As you are invited into the building you will be asked to wash your hands with soap and water or a hand gel rub.
- Toilets will be kept locked. Please advise a member of staff should you need to use them. Ideally please use the toilet facilities prior to your visit to

the clinic room as we are keen to move you out of the building as soon as possible after your treatment session.

- Many of us looking after you will also be wearing various levels of PPE but we are all likely to be wearing a mask as we greet you. This is because we will be closer than a metres.
- We will invite you into the dental surgery that will have been prepared to you to be a safe environment. Your dentist and dental nurse will be wearing PPE with some extra layers being used as we start to do our dentistry for you.
- After our initial discussion we will give you a big tissue to hold throughout the appointment. This is for you to be ready to catch a sneeze or a cough with the big tissue helping keep the surgery environment clean.
- At the end of your procedure you can have the usual mouthwash but with the minimum of splutter please. Use your big tissue please.
- We will ask you to go to reception to make another appointment if required. Please be prepared to use your plastic payment card for any charges as the payment machine is offered to you.
- Please exit the building as quickly as possible after your appointment.
- We are determined that your experiences under our care continues to be effective and reassuring while we offer you detailed attention as comfortably and safely as possible.
- Many thanks for working with us as we manage your dentistry in these tricky times.