

Patient Attendance Procedure

21 June 2020

The purpose of this document is to help you plan your safe journey and arrival to the practice and the point when you leave.

This in line with the guidance we have been given in this pandemic to reduce the risk of further COVID-19 spread.

- Please wait in your car until you are called to enter the building by phone/SMS or at the agreed time.
- Ideally, patients should attend alone wherever possible or with one other person **if absolutely necessary**
- Patients should wear a simple face covering when they attend
- Ideally, patients should use their own toilet before attending the practice
- Ideally, please bring your own pen (if you will need to sign paper forms)
- Please only bring minimal belongings into the practice which will be stored in a sealed box in reception
- If you require a chaperone, we will advise you of the practice policy on chaperones.

- Please use the hand sanitiser in the entrance lobby and put on a disposable mask (if you are not already wearing one) and gloves when entering the building from the PPE station inside the front door

- You will be met by a team member wearing appropriate PPE who will check your medical history.
- Patients will be screened using the standard COVID-19 screening questions and if in a high-risk category, you will be referred to an appropriate center (if it is an emergency) or advised to self-isolate.

- Social distancing is in place in the practice.
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- Once entering the surgery, you will be asked to keep your face mask (until treatment) and gloves on (if provided) until the end of the appointment
- You will then be escorted directly into the surgery

- At the end of treatment, patients should leave the room immediately, dispose of PPE in a clinical waste bin and perform hand sanitisation using alcohol gel placed outside the door
- Please collect your belongings from the designated area, when leaving the practice

- If not using pre-payment/online payment, then payment for should be taken in advance of the dental appointment

THANK YOU FOR YOUR HELP IN THIS VERY DIFFICULT PERIOD

HERE IS WHAT YOUR DENTAL TEAM IS DOING TO HELP KEEP YOU

SAFE AND COMFORTABLE WHILE LOOKING AFTER YOUR ORAL HEALTH

CHANGES BEFORE ARRIVAL

We are contacting all patients to check they feel well. Nobody with any signs of COVID-19 can come to the surgery



Our door will be locked, so only expected patients can enter

Arrive alone and on time (rather than early), to minimize your time in the waiting room

CHANGES TO YOUR WAIT

Protective barrier at reception

Sanitise your hands on arrival

A member of staff may take your temperature



You may be asked to wear a protective face mask and shoe covers and to put your belongings in a clean bag

Wait in room reorganized for social distancing. It is cleaned frequently and anything that is not easy to disinfect has been removed

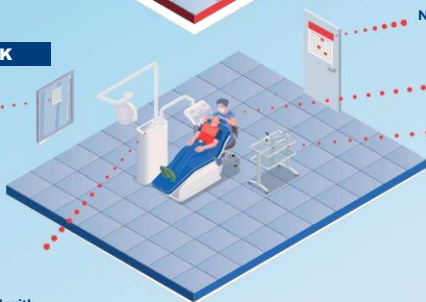
Non-urgent procedures maybe delayed

CHANGING THE WAY WE WORK

Well ventilated room

We are asking all patients to use mouthwash before a procedure

No rinsing. Your mouth will be cleared with suction. The little sink maybe removed or covered



The dental team will be wearing extra protective equipment

Equipment is sterilised

We are using procedures with a lower risk of spray

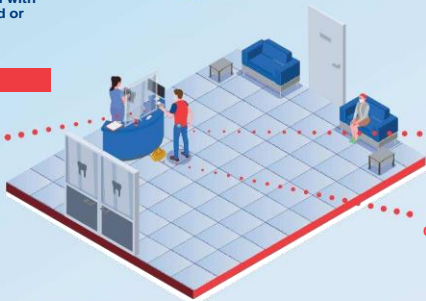
Emergency procedures, which produce high levels of spray, will require special measures

We are allowing more time between patients for thorough cleaning

CHANGES WHEN YOU LEAVE

Pay with a contactless card, or bank transfer if you can

Use your own pen to sign paperwork if possible.



Post-appointment instructions will be texted or emailed

Collect your belongings when you leave

