

A guide for your visit during COVID 19 setting.

We have taken some measures to ensure your safety and that of our staff whilst under our care in our practice.

- 1. COVID 19 PRESCREENING:** Before your appointment ; you will be asked either verbally or via a questionnaire about COVID-19 symptoms. In order to best manage your care, we will also need to find your risk category.
- 2. URGENT CARE:** While we gradually move towards routine dentistry, we will be triaging the calls and emails we receive. This is to ensure we can provide the quickest care for the most urgent need and at the same time allocate time for the lesser urgent treatment..
- 3. DIGITAL CONSULTATIONS:** We have embraced various digital platforms to better serve you. We can provide video consultations and we will also request pictures and videos to help diagnose issues and concerns remotely.
- 4. LOCKED DOOR POLICY:** We are maintaining a lock door policy at the practice currently. On arrival , you will need to knock and please wait for us to attend. This allows us to maintain adequate social distancing within our premises
- 5. ARRIVAL:** Please arrive close to your appointment time as you will not be allowed in the practice any earlier unless we have made arrangements. We have restricted access and have withdrawn our waiting areas for the time being.
- 6. SCREENING:** Your temperature will be taken using our Infrared Digital Thermometer on arrival
- 7. FACEMASKS:** We encourage you to wear face coverings within our common spaces such as the reception area. You will remove these whilst in the surgery for your treatment
- 8. HAND SANITISER:** After the temperature check and at the end of your treatment, we will provide you with alcohol hand sanitizer for disinfection
- 9. MOUTHWASH:** We will provide you with an antiviral mouthwash prior to your treatment at the practice
- 10. PAYMENT:** We prefer contactless payments for smaller amounts. We encourage the use of Apple Pay or Google Pay. We may also contact you to take payment in advance to minimize the time spent at reception. You can also use card payments. During this time , we would prefer not taking Cash payment and will not take Cheques. You can also pay by BACS prior to your visit so that we can allocate your payment.
- 11. PAPERLESS PRACTICE:** We have invested in digital forms for your medical history and NHS forms and other consent processes. This will be sent to you via email or via a link through a SMS message. We will need an up to date form and medical history at each visit. If these are not completed prior , we will ask you to do these prior to your appointment. Please ensure your email address and mobile number is accurate and up to date.

