



**CHANGING DENTAL CARE TO  
ENSURE A SAFER PRACTICE**



## WHAT TO EXPECT AT YOUR DENTAL PRACTICE

For your safety and that of our staff, we have made significant changes to the way we carry out dental care.

This guide sets out all the new measures that you can expect when you arrive for your treatment.

# HOW TO BOOK YOUR NEXT APPOINTMENT

Please book by either emailing us or calling. We are having to control who enters our practice so we can ensure a safe environment at all times. Only arrive at our practice if you have already booked an appointment.

## **Fewer appointments = a safer environment**

We are adding a buffer period between patients to allow additional time for decontamination procedures, overruns and preparation time for the next patient. This means we will not have as many appointment slots as we did previously.





# BEFORE ATTENDING AN APPOINTMENT AT THE PRACTICE

We will be in touch before your appointment. We may ask you to update your standard medical and dental history forms in an electronic format. If you have any difficulties with completing the forms, we can help.

We may also arrange for a video consultation with a dentist as part of your treatment.

## Coronavirus screening

We can only see patients when they have completed coronavirus screening. This will ensure that we only invite patients to our practice who are risk-free.

If we feel that there's a chance you have contracted coronavirus, even if you are asymptomatic, we will respectfully request for you to delay booking appointments for at least one month.

If we do not receive the completed questionnaire in time and we are unable to contact you, we may need to cancel your appointment.

# WHEN ARRIVING AT THE PRACTICE

Our front door will be locked. If you call us when you arrive, a member of our team will meet you outside and escort you in. One adult is able to attend with a child. Please do not bring additional family members with you unless they are happy to wait in the car or outside the building.

## Once you're inside the practice

We ask you to leave personal items, such as a coat or bag, at the entrance. The front door will remain locked, however we cannot accept liability for personal items so please limit what you bring into the building. We will take your temperature with a no-touch thermometer. If your temperature is above 37.8°C, you will be unable to enter the practice and will be asked to return home and self-isolate as per current government guidelines.

If your temperature is normal, we will invite you into the practice and ask you to use our hand sanitiser and antiseptic hand wash provided in the surgery. If you need to use the bathroom, please wash your hands thoroughly. We will be regularly disinfecting shared spaces between patients.





# CHANGES TO OUR DENTAL PROCEDURES

All dental staff will be using personal protective equipment in line with current recommendations and evidence. We understand that it may be daunting at first when you see us in full masks and PPE. We assure you that we're the same friendly team underneath.

Between appointments, we are adding additional buffers to allow plenty of time for us to disinfect all surfaces. We will ask you to rinse with a special mouth solution to disinfect your mouth before starting treatment.

## Aerosol-generating procedures

Many dental treatments are aerosol-generating procedures. This means we have to take additional steps to limit infection as much as possible. We will be using rubber dams and other barrier procedures for more treatments to reduce bio aerosols. For hygiene appointments and others that produce a spray, we will make adjustments to limit any excess aerosols. We will use specialised disinfecting air filters after each appointment to eliminate any contamination.



## AFTER FINISHING YOUR TREATMENT

Once your dentist has finished your treatment, you will be escorted back into the reception area. We have to limit interaction as much as possible so we keep within social distancing requirements.

### **When leaving the practice**

We ask if you can please pay using contact-free payment methods. To reduce contact, we will provide bills and receipts electronically.

You may use our facilities to clean your hands before leaving the practice.