

Visiting us-What you need to know before your appointment

Thank you for booking with us. Please look over this important information prior to attending your appointment.

There is some confusion regarding dentists opening the practices during the COVID-19 pandemic. We have set out information to clarify the NHS Govt. position regarding what we are able to do.

We are able to provide **emergency and routine treatments including hygienist services on healthy patients** (those without COVID-19 symptoms). Priority will be given to emergency patients that have already had phone conversations and received remote care with the practice.

Other patients- Telephone consultations are still provided for high risk patients and patients that are currently shielding.

HOW WE ARE GOING TO PROTECT YOU

Our core aim is the wellbeing and safety of our valued patients, and the practice team. In order to facilitate such change, we have reconstructed our working protocols to enhance cleansing measures and patient flow by physical remodelling of the practice.

Our Infection control measures are already among the highest in the world and are constantly checked by regulatory bodies. These are being further adapted to accommodate new guidance. You will see the differences as you attend.

BEFORE YOU ARRIVE AT THE PRACTICE, WE WILL ASK YOU TO:

- Arrange appointments either by e-mail or over the phone
- Complete a pre-appointment screening process: Medical History and Covid-19 risk assessment
- Unless essential, limit extra companion at the time of attending the appointment. *(One Parent/Guardian can attend for a child appointment. Other family member should not attend the appointment)*
- Try to arrive as close to the appointed time to maintain social distancing
- Please bring your personal face mask

- Use your home toilet before attending the appointment as toilet facilities are not available in practice
- Thoroughly brush your teeth as you leave home. Mouthwash will help too.
- Wash your hands for 20 seconds before leaving your home
- To maintain social distancing, we will request you wait outside, until called, or the appointment time has arrived
- We will admit one person at a time. Your understanding is appreciated.
- Please bring your own pens for completion of essential forms within the practice
- Please carry essential personal belongings only

AT THE PRACTICE, WE WILL CARRY OUT SAFETY MEASURES:

- We will provide hand sanitizer to wash your hands.
- Allow us to take your temperature (Non-touch scan)
- Take your completed the COVID-19 risk assessment form
- Maintain social distancing while in the practice
- Make payments using contactless cards or over the phone where possible

TO ENSURE YOUR SAFE ENVIRONMENT, WE HAVE:

- Installed Perspex panels or 'germ-guards' along the reception desk
- Clearly marked out social distance recommendations
- Managed appointments to allow for social distancing between patients
- Set up a daily health screening checkpoint and log for the screening of all staff entering the workplace
- Minimised staff interaction
- Equipped our dental staff with additional PPE when in surgery
- Regularly disinfect communal areas throughout the day
- Carry out phone consultations whenever possible
- Removed newspapers and magazines from the waiting room

Please complete the following documents prior to attending your appointment:

- 1) **COVID-19 Screening Questionnaire**
- 2) **Medical History Form**

If you have any questions in regards to the above or need help completing any of the forms, please do not hesitate to contact our team prior to your appointment and we are happy to help answer any queries you may have.

CANCELLATION OR POSTPONING

We have a lot of demand and very few appointment slots. Please try to attend as the next appointment can be very delayed. Contact the practice well in advance 24 hours before for dental appointment and 48 hours before for hygienist appointment should you wish to cancel or postpone your appointment. Please have your Full Name, Appointment Date and Appointment Time ready if you call or e-mail.

This can be done by-

- calling us on **0208 675 7307**
- or by email on info@dentalclinique.co.uk

Kind Regards,

The Dental Clinique Team