



Before your appointment

- 1 We will inform you of the new process that we have at the practice
 - 2 We will be asking you to complete a new medical history form
 - 3 We will call you to check that you are prepared for your appointment
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On the day of your appointment

- 1 Before you visit us, we ask kindly that you please brush your teeth, you have visited the lavatory and you are hydrated
 - 2 Please only bring with you what is essential and avoid carrying any valuable items
 - 3 On arrival, please remain in your car and call us to inform us that you are here
We will be operating a 'Closed Door' policy
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Entering the practice

- 1 When the clinician is ready to see you, we will give you a call
 - 2 Before you enter the building, we will need to take your temperature.
All of the team go through the same process each morning!
 - 3 On entry, you will be asked to place your belongings in a secure box and then be asked to sanitise your hands
 - 4 You will then be guided directly to your dedicated treatment room
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Treatment Room

- 1 Please do not be alarmed, we may be wearing different PPE to what you are used to seeing us in however we are the same friendly team underneath!
 - 2 We will ask you to use a hydrogen peroxide mouthwash once you are comfortably sat in the dental chair
 - 3 Our treatment rooms and patient facing areas are cleaned down and disinfected inbetween each patient
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Leaving the practice

- 1 Once your appointment has been completed, the clinician will take you to collect your belongings from the reception team
- 2 Should you need to book another appointment, you will be advised that this will be done via telephone within the next 24 hours
- 3 The receptionist will guide you to our final hand sanitising station at our separate exit