



## PRACTICE CHANGES DURING COVID-19

# 1

### BEFORE YOUR APPOINTMENT



You will be sent a medical history form to complete online. Please call us once you have completed it.



One of our dentists will call you to discuss your dental problem.



Payments will be taken over the phone to reduce contact at reception.

# 2

### ON THE DAY OF YOUR APPOINTMENT



Please brush your teeth and use the toilet at home because our WC will only be open for emergency use.



Please wear a face covering and only bring minimal personal belongings



On arrival please remain outside the practice at a safe distance and we will telephone you when we are ready.

# 3

### ARRIVING AT THE PRACTICE



Please attend your appointment alone and observe social distancing whilst a member of staff lets you in.



Please remove your coat and place any belongings in the box provided.



Use the hand sanitiser provided and you will be guided to the treatment room.

# 4

### INSIDE THE SURGERY



Our staff will be wearing new enhanced PPE to keep us all safe.



We will check you are still happy with the planned treatment.



Treatment will be carried out with our usual care and attention however extra steps may be required.

# 5

### AFTER YOUR APPOINTMENT



Any outstanding amounts should be paid by card.



The surgery will remain "fallow" for a specified period of time after each patient before thorough disinfection.



We will call you two weeks later to follow up on your care.