



**WHAT TO EXPECT:
APPOINTMENTS DURING
NATIONAL ALERT LEVEL 3**

**BEFORE YOUR APPOINTMENT:
REMOTE PORTAL AND TELEPHONE**

**CONSULTATION
RECALL INFORMATION**

- **With your recall you will need to confirm your consent, re-verify your medical history, Covid status and your personal dental needs, via remote internet links directly to your records, including how you will travel to the appointment. This needs to be completed before you are seen. Please contact the practice if you have difficulties with this.**
- You will be advised to **bring a MASK or SCARF** for your face.
- When you are advised of the time of your appointment it is important that for social distancing, you attend at that time- not earlier or later as we have to operate a 'closed door' policy. Go to the toilet before you attend as the practice toilets will be closed for routine public use.
- You are advised to come alone. For a child/vulnerable adult appointment, only one carer will be allowed in the building extra, if necessary.
- You are advised to attend with as little baggage as possible, as this may be placed away from you in a lidded box. We will not responsible if anything goes missing.
- Payment maybe taken over the phone in advance as well as after treatment as reception is currently closed.

ON ARRIVAL FOR YOUR APPOINTMENT:

- Please touch nothing except the doorbell.

- The front door will be closed. You will be greeted at the door, where your identity and medical health will be confirmed. Your temperature may be checked if you appear unwell.
- You will be asked to sanitise your hands and put on your face covering.
- Your baggage/coat will be stored in a disinfected box.
- You will be escorted to the surgery without going into the waiting room, not touching anything.

DURING YOUR APPOINTMENT:

- The dentist and nurse may be wearing visors, gowns, and masks depending on the procedure planned.
- You will be asked to remove your mask and may be asked to rinse with a mouthwash.
- Treatment will be undertaken following pandemic guidelines.

AFTER YOUR APPOINTMENT:

- You will be asked to replace your mask and sanitise your hands again.
- You will be escorted to collect your belongings and exit the building at the rear without touching anything.
- Any payments/appointments will be organised over the phone wherever possible.

Finally, it is very important that before your appointment and for 14 days after your appointment if you have any covid-19 symptoms please can you telephone the practice promptly to notify us.

We look forward to seeing you and trying to get back to normal soon.

Thank you