



# PATIENT JOURNEY

**A**

We now have to screen every patient before treatment. If we cannot complete a coronavirus check, we will have to cancel your appointment.

**B**

For your safety and that of our staff, the practice doors will be locked. We will let you in when it's safe to do so.

**C**

To keep a safe dental environment, the practice will now be clutter-free. You can expect to not see magazines or water coolers for example.

**D**

We are still the same friendly team behind the PPE! Our standard of care is the same, but now we've increased our sanitisation procedures.

**1**

**BEFORE YOUR APPOINTMENT**



We will be sending you key information via email or text message according to your preference.



You may be asked to complete a new medical history form.



We will ask you to complete a virus screening check.

**2**

**ON THE DAY OF YOUR APPOINTMENT**



Before you arrive, please hydrate and brush your teeth.



Please bring only what you need and limit bringing valuables.



Call us when arriving. Remain in your car or outside the practice.

**3**

**WHEN YOU ENTER THE PRACTICE**



Before entry, we will need to take your temperature.



You will be asked to leave belongings at the entrance.



We provide a mask/ask you to attend with a face covering, and you will need to sanitise your hands.



Our reception team will be sat behind a screen for protection.



You will be guided straight to the treatment room.

**4**

**ONCE INSIDE THE SURGERY**



Our team will be wearing extra PPE (protective gear).



You may be asked to swill with a hydrogen peroxide solution.



Treatment areas are disinfected between each patient.