

## Patient Attendance Protocol

### Before your appointment

- A member of the team will contact you to ask you some Covid-19 screening questions and assess your general health.
- Contactless payment will be taken before your appointment. If this is not possible then the card terminal will be made available. Please do not use cash.
- Please attend alone if possible.
- Wear a face covering and maintain 2m social distancing in the practice.
- Do not bring any additional items as we will not be able to store them for you.
- The waiting room and toilet will not be in use and the entrance is locked.

### Arriving at the practice

- Do not attend if you have any signs of Covid-19. Current government guidelines suggest these are 1. New, continuous cough; 2. High temperature or fever; 3. Loss of, or change in, sense of smell or taste.
- Please do not arrive early but promptly on time.
- On arrival please phone to let us know. If in a car please remain inside the car until we are ready for you. If you arrive by other means please wait outside the front door until called in.
- You will be asked the Covid-19 screening questions again and have your temperature taken. Please be prepared to return immediately home if your temperature is above 37.8 degrees or your Covid-19 status has changed.
- Your reception nurse will be wearing PPE and will apply an alcohol-based gel hand sanitiser to your hands.
- You will be shown directly into the downstairs treatment room.

### Your dental appointment

- We are really looking forward to seeing our patients again but we will be unable to shake your hand.
- Your dentist and treatment nurse will be wearing full PPE – please do not be alarmed as this is now normal practice for your safety and that of the dental team.

- Appointment times have been significantly extended for us to comply with the extended Covid-19 cross infection control procedures.
- Please bear with us as everything is going to take much longer.

#### Leaving the practice

- You will be directed straight out of the practice.
- You will be required to perform hand hygiene again before leaving the premises.
- One of the team will call to make any follow up appointments.