

2020



Dental Care

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What will it look and feel like when you come to 2020DentalCare

2020DentalCare has been specifically designed to meet the challenges faced in the current Covid-19 world. The initial visit will feel very different to your previous visits to the dentist – changes have been essential to make us all as safe as possible.

Behind the scenes the dentist and staff are operating to a set of very detailed procedures and guidelines to ensure that you and they are protected as far as possible from the risks presented by Covid-19. But as the Government keeps telling us “*we are all in this together*” and so it is vital that we all do our bit to protect each other. For this reason, we ask all of our patients to help us make sure 2020DentalCare continues to offer the highest standards of personal care, service and safety.

You can help keep us all safe by please following the guidelines below:

Before you come to the Practice:

- Making sure you **follow the latest Government guidelines for Covid-19**. Most importantly **DO NOT COME if you have:**
 - a temperature above normal (37.8°C)
 - a continuous dry cough
 - any of the other Covid-19 symptoms listed by the NHS - <https://www.nhs.uk/conditions/coronavirus-covid-19/symptoms/>

If you need to cancel your appointment, please call us giving as much notice as possible

- **Complete all your pre-appointment details online** – details will be provided on how to do this before your appointment and if you cannot get online, we can do this over the phone
- **Make sure you will not need the toilet during your visit** – use of patient toilet facilities is not currently permitted
- **Bring your own pen for signing any documents** – this will help us to avoid creating lots of plastic waste from disposable single use pens
- Carry **personal hand sanitiser** with you to cleanse before you enter the practice
- Make sure we are aware of **any specific personal access requirements** so we can make special provision for you in our ‘hands free’ environment
- **Plan to arrive on time for your appointment** – patients will not be allowed to enter the practice before allocated appointment times so arriving early will mean a wait outside
- **Bring as few personal belongings into the practice as possible** – this will help to reduce the risk of cross infection, keeping us all safer

When you arrive at the Practice:

- Wait outside until **your appointment time** – this will enable us to maintain social distancing
- You will be able to park your car at the front of the practice in one of the marked parking bays
- Please use your personal hand sanitiser to **cleanse your hands** before approaching the practice
- When you approach the practice door at your appointment time you will notice there is **NO door handle** – this is to minimise surface contacts. Simple instructions will invite you to **press the intercom button**
- A member of staff will **confirm your identity** before opening the **automatic door** allowing you to enter the practice without touching the door - We will only open the door at your appointment time

When you enter the Practice:

- Please allow the automatic door to close behind you – it is important that you **resist touching surfaces** as much as possible and ensure that any children are supervised for this same reason
- You will find yourself in the self-contained hallway where our hand sanitiser station offers you facilities to cleanse your hands. **You must use the hand sanitiser provided** to reduce the chance of cross infection
- You will be greeted by a member of staff who will invite you to **complete any necessary paperwork** – please **use your own pen** if possible and then take this pen home with you
- You will then be invited through a second automatic door into the **reception** – there should be no need for any contact with doors or other surfaces
- A member of staff will review any **documentation** you have completed - you may be asked some further questions if there is a need for clarification or additional information
- If you have **outdoor clothing**, you will be asked to leave this in the reception – it will be safe here as no other patients will be allowed in until you have left the practice
- You will then be directed into the dental surgery – only the patient will be allowed in the surgery at a time (1 parent /carer will also be able to attend where needed)

When you are in the dental surgery:

- You will notice that the dentist and other staff are wearing appropriate **personal protective equipment (PPE)**. This is necessary to ensure the safety of everybody in the surgery. We are sorry that this PPE reduces your ability to see our faces, but we will do everything we can to ensure that you still feel comfortable and safe
- You might also notice that the surgery looks very empty – this is to minimise the number of surfaces so that the surgery can be thoroughly **cleansed in-between patients**
- You will be provided with a **disposable bib** to protect your clothing
- Every patient will have a **full hour of individual time in the practice** (normally 20 minutes will be used post treatment to decontaminate the clinical area)

- To **minimise your number of visits** (to reduce the chance of cross infection) your dentist will complete as much as is clinically possible within your appointment time – However some procedures will require more than one visit
- The dentist may need to fit a **rubber dam** in your mouth for certain procedures to reduce the chance of cross infection
- It is important to remember that **certain procedures are still not possible** because of their associated higher risks of transmitting Covid-19. The dentist will be able to advise you about this if it is relevant to your treatment plan
- You will be able to **make further appointments as required** and a member of staff will ensure that you can leave the practice with all your belongings before the next patient arrives

Thank you for your help in following these guidelines which are in place for the protection of patients and staff

STAY ALERT

CONTROL THE VIRUS

SAVE LIVES