



# Bamford Dental Practice

going the extra mile for your smile

## Keeping you safe - your new patient journey

**Due to COVID-19 we have put extra measures in place for everybody's safety.**

Our appointment diary will need to be managed differently to allow for social distancing, enhanced disinfection procedures and treatment risk factors.

**Before your appointment** screening will occur by telephone/video in advance of your appointment to:

- Check COVID-19 history and symptoms.
- Identify whether you are in a vulnerable patient group as we will have separate sessions for these patients.
- Clarify your dental symptoms and confirm the dental procedures likely to be necessary during the appointment.
- Confirm any medical history changes and get a remote medical history and consent for the proposed treatment.
- Confirm an Email address to send paperless forms eg consent, treatment plan, receipts.
- Confirm the contact phone number for how you will be "summoned" into the practice at your appointment time.
- Clarify that you understand the adjusted patient journey.
- We will ask for payment in advance of your appointment over the phone.

### On the day of your appointment:

- We recommend you use the toilet before you set-off for your appointment to avoid use of the practice facilities.
- Please brush your teeth at home in advance of your appointment.
- Please leave most of your belongings at home or in the car and minimise what you bring into the practice with you.
- We do however ask that you bring your own pen with you for use in case of form filling/signing.
- Ideally you should travel to the practice by car or by a socially distanced walk or cycle. If you need to use public transport social distancing measures should be followed.
- You will be asked to wait outside, ideally in your car, and call us to confirm that you have arrived - thereby reducing the time you will be in the building and helping us to maintain social distancing.
- Patient escorts should only attend where absolutely necessary (e.g. child attending with parent or disability or reduced capacity). These escorts will not be allowed into the dental surgery while treatment is undertaken once consent has been obtained and the medical history has been confirmed. They will be asked to leave the premises whilst the procedures are carried out.



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## **At the time of your appointment:**

- We will call you when the clinician is ready to see you and you will be escorted into the building, you must not attempt to enter the building until summoned.
- You must decontaminate your hands using our Alcohol Based Hand Rub (ABHR) when entering the practice.
- You might be asked to put on a mask and shoe coverings from the station inside the front door – you will be accompanied by one of our team who will be wearing appropriate personal protective equipment.
- Once in the building please observe signs and markings to maintain 2m social distancing.
- We will confirm your COVID-19 status and check your temperature.
- If you have been unable to make payment for your treatment in advance over the phone you will be asked to bring the correct change in a clear plastic bag and this will be taken prior to your appointment.
- Any coat and belongings will be placed in a box and left at reception for safekeeping.
- You will be escorted directly into the treatment room and we will be limiting the numbers of team members in the building to enable us to maintain appropriate social distancing.

## **At the end of the appointment:**

- You will be asked to leave the surgery immediately after receiving appropriate post-treatment advice.
- You must decontaminate your hands using Alcohol Based Hand Rub (ABHR) on exiting the treatment room.
- If provided with a mask to wear you will be asked to dispose of this in clinical waste at the exit to the building and asked to decontaminate your hands once more.
- You will be escorted out of the building by one of our team.

## **After your appointment:**

- Further appointments will be scheduled remotely over the phone.
- Please contact us by telephone if you have any questions relating to the treatment provided.
- Please call us immediately if you develop COVID-19 symptoms within 14 days of your appointment.