



**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.

Before your appointment we will:

- Check your COVID-19 history and symptoms.
- Confirm your dental appointment and clarify the dental procedures likely to be necessary during the appointment.
- If necessary, ask for a remote medical history form to be completed prior to your appointment.
- Confirm an Email address and the contact mobile phone number.
- Clarify that you understand the adjusted patient journey.

On the day of your appointment:

- We recommend you use the toilet before you set off for your appointment as the practice facilities are not currently available.
- Please minimise the belongings you bring into the practice.
- Patient escorts should only attend where absolutely necessary (e.g., child attending with parent or disability or reduced capacity).

At the time of your appointment:

- You must wear a face covering to enter the practice as they are still compulsory in health-care settings.
- Please arrive no more than 5 minutes before your appointment time.

- This is to ensure you have a seat in the waiting room.
- When you arrive at the practice, please use the foot operated hand sanitiser that is placed at the front door.
- Ring the bell on the right-hand side of the door.
- We have a magnetic door system so a member of the team will 'buzz' you into the practice.
- You may be asked for your name over the intercom if the reception team are either on the phone or dealing with a patient.
- Before you take a seat, we will confirm your COVID-19 status again.

At the end of the appointment:

- You must decontaminate your hands using Alcohol Based Hand Rub on exiting the treatment room.
- Further appointments will be scheduled at the reception desk and any payments taken.
- If you need a receipt or any sundries, this can be done at the same time.

After your appointment:

- Please contact us if you have any questions relating to the treatment provided.
- Please call us immediately if you develop COVID-19 symptoms within 10 days of your appointment.