



What to expect when you attend your dental appointment during Covid-19

Thank you for being patient with us during the unprecedented lockdown period; we are glad we are now able to resume providing you with the high standard of dental care that you are used to.

We have been working very hard behind the scenes to make our dental practice as safe as possible for both you and our team. As I'm sure you will expect, things will be a little different when you attend your appointment. Most obviously you will notice extra equipment in the surgery such as ventilation units, extra use of personal protective equipment (PPE), and an overall more streamlined journey through our practice.

Whilst we do everything our end, we must ensure that

- 1) you are low risk to others and
- 2) you have a low vulnerability should you contract COVID19

Before arrival

1. Adults (over 18 years old) must attend their appointments alone and will not be able to bring a friend. If you require a carer to be with you, please call us in advance to arrange this.
2. Teenagers over 16 years of age can attend their appointment alone, however should they wish to bring a parent, they can do so as long as the parent lives full time in the same household as they do.
3. Children under the age of 16 must be accompanied by an adult who lives full time in the same household.
4. It is important to make sure you use your rest rooms before attending our practice to reduce the need of using ours, which is deemed a public toilet. The toilet will be only available upon request for emergencies.
5. You must wash your hands thoroughly with warm soapy water before you leave your house.
6. You should avoid using public transport to your appointment wherever possible
7. Please ensure you turn up at your appointment time so we can limit the use of the waiting room as much as possible, if you do turn up too early you may be asked to wait outside
8. Please travel to the appointment wearing a face mask or covering and wear it until you are told to remove it by the dentist or hygienist, unless medically exempt.

On arrival

Our front door will be locked when you arrive to protect any patient or staff crossing in our small corridors.

There is a doorbell with a camera with a microphone for you to notify your arrival.

They will then come down and let you in, and ask for your name, appointment time and whether you have any COVID-19 symptoms. They will take your temperature at the threshold with a digital thermometer. You will be asked to use our medical grade alcohol rub and will be escorted to the surgery.

In Surgery

You will notice a number of changes in our surgeries:

1. The windows will be open all the time
2. There will be extra equipment such as new air ventilators to increase the air changes in the room.
3. You will be required to rinse your mouth with a mouthwash for 30 seconds prior to the dentist examining you. This mouthwash tastes quite salty but is a necessary step.
4. The dentist and the dental assistant will be wearing more PPE than previous visits. Depending on your appointment they may be wearing a full surgical gown, an FFP3 fit tested mask and full face visor. They may also be wearing a head covering and shoe coverings. It may be difficult for you to recognise us, but we will let you know who we are when you enter the room.
5. If you are able with time permitting, we will offer you to have any treatment you need completed there and then. This is to reduce the number of visits you need to attend our practice.
6. At the end of the appointment, you may be asked to wait in the surgery this is to ensure there are only one person/bubble at reception at any time. Once you have dealt with any necessary admin, you will be escorted out of the practice.

Payments

We need to make sure that there is as little contact as possible with paper and card machines. We may therefore email you before your appointment with bank transfer details for you, we may also request the payment to be paid over the phone prior to your appointment. This way, should you not need to pay any more you can be escorted out of the practice directly from the surgery. Should you undergo treatment that increases the cost, you will need to use our reception area. The card machines and reception countertop are disinfected after each patient passes through.

Risk

Please look through these risks as set out by the NHS. Should you feel that you are at increased risk in any way you must declare this to us prior to your appointment. Please note that this is not an exhaustive list and should you have any other risk

factor you MUST inform us before your appointment so we can mitigate risk even further – possibly seeing you out of hours.

People at high risk from coronavirus include people who:

- have had an organ transplant
- are having chemotherapy or antibody treatment for cancer, including immunotherapy
- are having an intense course of radiotherapy (radical radiotherapy) for lung cancer
- are having targeted cancer treatments that can affect the immune system (such as protein kinase inhibitors or PARP inhibitors)
- have blood or bone marrow cancer (such as leukaemia, lymphoma or myeloma)
- have had a bone marrow or stem cell transplant in the past 6 months, or are still taking immunosuppressant medicine
- have been told by a doctor they have a severe lung condition (such as cystic fibrosis, severe asthma or severe COPD)
- have a condition that means they have a very high risk of getting infections (such as SCID or sickle cell)
- are taking medicine that makes them much more likely to get infections (such as high doses of steroids or immunosuppressant medicine)
- have a serious heart condition and are pregnant

If you're at high risk from coronavirus, you should have received a letter from the NHS.

People at moderate risk (clinically vulnerable)

People at moderate risk from coronavirus include people who:

- are 70 or older
- are pregnant
- have a lung condition that's not severe (such as asthma, COPD, emphysema or bronchitis)
- have heart disease (such as heart failure)
- have diabetes
- have chronic kidney disease
- have liver disease (such as hepatitis)
- have a condition affecting the brain or nerves (such as Parkinson's disease, motor neurone disease, multiple sclerosis or cerebral palsy)
- have a condition that means they have a high risk of getting infections
- are taking medicine that can affect the immune system (such as low doses of steroids)
- are clinically obese (a BMI of 40 or above)