
YOUR JOURNEY FOR THE APPOINTMENT

Cathedral Close Dental Practice

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We understand that the current situation has been a testing time for everyone, but also that we need to ensure we are still able to care for you and your dental needs. That is why we have been working relentlessly to completely redesign the way we operate so that we can begin to welcome you back as safely and as quickly as possible.

Every single decision we have made and step we have taken has been with a focus on the safety of you, our colleagues and clinicians. We understand that things may feel different to your usual experience of a dental visit, and that you may be concerned, so here is some information on how your new visit will look and feel.

If you have any of the symptoms of Covid-19/Coronavirus, please let us know as soon as you can; do not attend your appointment and follow the government guidelines around self-isolation.



Upcoming Events

Resumption of Dental Treatments.

Important Announcement



Your Guide to Patient Journey into Our Dental Practice

www.cathedralclosedental.com

Before Your Appointment

To ensure that you have all the information easily to hand, we will send you the key information before your appointment - including who you will be seeing, what treatment will be having, the cost of the treatment and what to do when you arrive. It is possible that we may ask you to complete and return the medical history form that will be sent and complete digitally, so please do not print this out and bring it with you.

On the day of your appointment.

Before you depart from the practise, we ask you are hydrated and already brush your teeth. It is important that you do not bring a large number of things into the practise with you, so please ensure you only bring necessary items with you when you arrive.

The doors will be closed so please call to let our team know that you have arrived and either stay in your car or outside the practice whilst maintaining the good social distance. In case if you have arrived on foot please keep social distancing, to minimise the risk. Please ensure that you attend your appointment alone unless you require assistance or supporting a child or someone vulnerable. We encourage card payment only so where possible, please do not arrive with cash.

Entering the practice

When it is time for your appointment, one of our team will call you to notify your approach to the practice. Please let us know if you do not have a mobile phone beforehand and we will make an alternative arrangement. Before entering the practice, one of the trained colleagues will take your temperature to ensure you do not have a fever and invite you if your temperature is safely below 37.5 degrees centigrade. Unfortunately, if you are about 37.5 degrees, we will have to rearrange your appointment for the for the safety of all those in in practice, we will risk assess if you have temperature because of dental infection.

Once you have been invited into the practice, you will be asked to sanitise your hands and correctly place a face mask on, which you will be shown how to do it. We will require a payment before your appointment (if appropriate), ideally by a card, using our freshly disinfected card machines to ensure you can have a swift departure once your treatment has finished. Our practice colleagues will be behind their protective plastic screens, but this is for the safety of everyone. No other patients will be waiting in the reception area and you will be guided to the treatment room, following the distance markers they will be displayed throughout the practice.

Treatment

Before you enter the treatment room, you will need to leave any loose belongings like your coat or a bag in a designated area. Upon entering the treatment room, our team will be wearing extra Personal Protective Equipment (PPE) as in order to provide you with the right care and service, they cannot adhere to social distancing recommendations. This may mean that it is more difficult to see our colleagues and clinicians' faces, but please be reassured that they will be usually your regular friendly team. Naturally we are also ensuring each treatment room is carefully clean and disinfected after each patient. You will be asked to wash your hands and to place your mask in a plastic bag.

If you attend for a treatment that requires an Aerosol Generating Procedure -any procedure that has potential cause spray- you will be asked to carefully swirl your mouth with mouthwash solution for one minute. One of our team will take you through this on the day.

After the appointment

When your treatment is complete, you will replace your face mask, wash your hands and collect your belongings before you leave the practice. We will safely dispose your mask and encourage to use hand sanitizer for the last time before we say goodbye. If you have any questions after the appointment we will call you to discuss this further as our main aim is to minimise the time of your appointment in the practice for your own safety.

Before your appointment

On the day of your appointment

Entering Practice

During treatment

We will send you Key information ahead of your appointment

You may be asked to complete and return new medical history form

Before you leave for practice please ensure you brush your teeth, drink plenty of water and visit your lavatory.

Please limit things you bring into practice.

Please call practice when you arrive. Remain seated in your car or stand outside the practice, following social distancing.

We will call you when its time for your appointment

Before entry we will check and record your temperature

We will ask you to pay for your appointment (if applicable), ideally by card.

Our reception team will be seated behind the protective barrier for your safety

No patients will be in waiting areas and you will be guided straight to treatment room.

We will also have distancing markers on the floor, to ensure a safe distance is maintained.

Our team will be in extra PPE gear, remember whilst treatment social distancing is can not be maintained.

On entering you may be asked to wash your hands with soap and water and again when you finish procedure

Before you enter please leave your personal belonging in car or designated safe place

All the treatment rooms are cleaned and disinfected between each patients