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## YOUR JOURNEY FOR THE APPOINTMENT

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### 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 that 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 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 next 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.**

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Patient Journey

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## 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. It is possible that we may ask you to complete and return a medical history form that will be sent by email or post, so please print this out and bring it with you.

## On The Day Of Your Appointment

Before you arrive at the practice, we ask that you are hydrated and have already brushed your teeth. It is important that you do not bring a large number of belongings into the practice with you, so please ensure that you only bring necessary items with you.

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

## Entering The Practice

Please call to alert us to your arrival. Please let us know beforehand if you do not have a mobile phone and we will make alternative arrangements. Before entering the practice, one of our trained colleagues will take your temperature to ensure that you do not have a fever and invite you inside only if your temperature is safely below 37.5 degrees Celsius. Unfortunately, if your temperature is above 37.5 degrees, we will have to rearrange your appointment. This is for the safety of all those in the practice. We will carry out risk assessment if you have high temperature because of dental infection then, we will advise or offer treatment as needed. Once you have been invited into the practice, you will be asked to sanitize your hands. Our practice colleagues will be behind their protective plastic screens, and 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.

## Treatment

Before you enter the treatment room, you will need to leave any loose belongings such as your coat or bag in a designated area. Upon entering the treatment room, our team will be wearing extra Personal Protective Equipment (PPE). This is because 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 assured that they will be the regular, friendly team. Naturally, we are also ensuring that each treatment room is carefully cleaned and disinfected after each patient.

If you attend for a treatment that requires an Aerosol Generating Procedure - any procedure that has the potential to cause spray - you will be asked to carefully swirl your mouth with mouthwash solution for 20 seconds. 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, hand sanitize, and collect your belongings before you leave the practice. If you have any questions after the appointment, we will call you to discuss this further as our main aim is to minimise the length of time spent in the practice for your own safety.

