

6/7/2020

# Advice for patients attending Priory House Dental Centre

## **FROM 8<sup>th</sup> JUNE**

**WE ARE HAPPY AND PROUD TO ANNOUNCE OUR RESTART PROGRAM, INITIALY FOR THOSE PATIENTS IN MOST NEED, WHO HAVE BEEN UNABLE TO SEE US OVER THE LOCKDOWN PERIOD.**

**THEN THOSE WHOSE TREATMENT WAS INTERUPTED WILL BE SEEN NEXT**

**WE AIM TO BEGIN ROUTINE APPOINMENTS AGAIN IN THE NEAR FUTURE. PLEASE BE PATIENT**

**DO NOT attend the practice without an appointment. To keep face to face interactions to a minimum please call 01883712202, or email us at [appointments@prioryhousedentalcentre.co.uk](mailto:appointments@prioryhousedentalcentre.co.uk) us to discuss any concerns**

The whole team at Priory House are working hard to ensure that your visit to the dental practice will be a pleasant, effective, and most importantly safe. We were already carrying out cross infection procedures routinely to ensure safe dental care. With the COVID19 pandemic we have improved these routines to ensure that the dental practice is as safe as possible.

We have modified the practice as far as we can to limit the time you spend in the practice and to allow us to manage your dental problem efficiently and effectively while you are with us. To help with this we will contact you prior to your visit to discuss your problem and treatment needs.

Please look at the following guidance that will help us look after you during your visit.

- If you are unwell for any reason it is better to not come to the Dental Practice. If you suspect you have symptoms of COVID 19 please stay at home and follow NHS guidance.
- Please clean your teeth at home using your usual oral hygiene measures. This will avoid the need to use the bathroom in the practice.
- We need to minimise the use of the toilet by the public so please bear this in mind before coming to the practice.
- Please remember to bring any paperwork or forms such as medical history forms. We will contact you before the appointment to go through a personal risk assessment and health questionnaire. We are upgrading our forms to digital versions to streamline this process.
- Payments will be taken prior to the appointment.
- Please attend just before your appointment time. Our waiting rooms will only seat a limited number of people with social distancing. We may ask you to wait in your car until called by the practice.

- Please do not bring anyone with you into the building. Parents and carers will be allowed to accompany a patient, if needed, but please limit this to one person.
- Please adhere to social distancing guidelines whenever possible. Apart from when being treated you will need to keep 2m distance from other people
- There will be signs and guidance throughout the practice to help keep you and others safe.
- Your temperature will be checked on arrival using an infra-red thermometer. However, this is now known not to be a definitive sign so other factors will be considered and we may, ask you to rebook your appointment for two weeks' time.
- Once inside the practice we will offer you a face mask that simply hooks over your ears and covers your mouth and nose. Please wear this while in the practice. You will be offered a hand gel rub as you arrive and when you leave.
- Receptionists are there to help you and will soon be behind a screen to protect their work environment. Our new 'remote' systems should help reduce the time you spend in this area.
- Your dentist and nurse will be wearing their 'PPE' when you enter the room and we may look and sound different than before.
- After our initial discussion with masks on we will ask you to take your mask off. Tissues are available for coughs/sneezes.
- Your dental appointment will be as normal except that the room may be cooler as we will have fresh air and filtered air circulating in the room. Please come prepared to keep yourself warm with an extra layer and covered legs.
- We will use a protective barrier called rubber dam where possible. This isolates the tooth being treated and covers the rest of the mouth.
- At the end of your treatment we will avoid mouth rinsing where possible to reduce 'splatter'. Please put your facemask back on before leaving the room.
- If you do need to see reception please be prepared to use a payment card as the payment machine is offered to you through the screen by the receptionist. Cheques and cash introduce extra levels of contamination risk that we are keen to avoid. Alternatively, we can send an account to be paid by 'internet banking'.
- Please exit the practice as soon as you have finished.
- In many cases we will request that we make further appointments for you over the phone later in the day or the next day.
- There will be an extra expense related to the additional 'PPE' used in some appointments and for the extended appointment times needed for some treatments. These costs will be detailed on your estimate.

If you have any questions regarding the above, please call and discuss with a team member.

**Priory House Dental Centre**