



August 2020

**Advice for patients attending Priory House
Dental Centre**

WE ARE HAPPY AND PROUD TO ANNOUNCE THAT OUR PHASED RESTART PROGRAM
HAS BEEN A GREAT SUCCESS.

ROUTINE APPOINTMENTS HAVE NOW RESUMED.
IF YOU HAVE AN APPOINTMENT, PLEASE ASSUME IT IS STILL GOING AHEAD

PLEASE REMEMBER
DO NOT attend the practice without an appointment.
Please call 01883712201, or email us
at appointments@prioryhousedentalcentre.co.uk to discuss any concerns

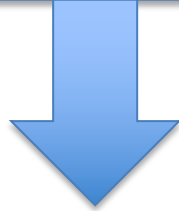
The whole team at Priory House are working hard to ensure that your visit to the dental practice will be a pleasant, effective, and most importantly safe. With the COVID19 pandemic we have improved our existing cross infection routines to ensure that the dental practice is as safe as possible. This includes screens at reception and air filtration systems in the surgeries and common areas to remove aerosols.

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 aim to contact you prior to your visit to discuss your problem, 'covid risk' and treatment needs.

Please look at the following 3-step guide, which will help you plan your visit and help us look after you while you are with us.

1. Before your appointment

- 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 normally be taken prior to the appointment.



2. At your visit

- Please bring a mask with you to wear while you are inside the building. If you forget then don't worry, we will provide one.
- 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.
- We are currently operating a closed-door policy. A new intercom system has been installed. This is on the silver panel to the left of the door. Please be patient and understand it may take some time to answer.
- 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.
- There will be signs and guidance throughout the practice to help keep you and others safe.
- You will be offered a hand gel rub as you arrive and when you leave.
- Receptionists are there to help you, and will be sitting behind new plastic screens to protect their work environment. Our new 'remote' systems should help reduce the time you spend in this area. We may ask you to leave and contact you later to complete any forms or book further appointments.



3. During your visit

- Your dentist and nurse will be wearing their 'PPE' when you enter the room and we may look and sound different than before.
- We have installed new air filtration units in every room, which have been shown to kill 99.99% of bugs and viruses. More information available here <https://dentair.co.uk>
- 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 can.
- In many cases we will request that we make further appointments for you over the phone later in the day or the next day.
- You may notice some extra costs related to the additional 'PPE' used in some appointments and for the extended appointment times needed for some treatments. This will be detailed on your estimate. Hopefully, these costs will be temporary and should reduce once the enhanced protective measures are no longer needed.

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