

YOUR NEW PATIENT JOURNEY

1

BEFORE YOUR APPOINTMENT



Three days before your appointment, you will be contacted with a series of health questions to ensure you're not displaying symptoms of COVID-19 or at high risk of the infection.

2

PAYMENT INFORMATION

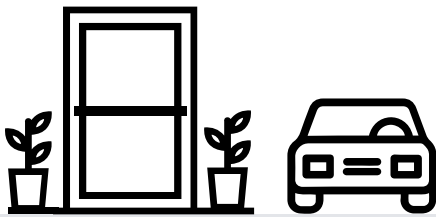


To reduce face to face contact, we kindly request payment should be made online via the Patient Portal or over the phone by card for your appointment prior to or after you attending.

3

DENTAL PRACTICE

In order to maintain social distancing please wait in your car or on the pavement, at least 2 meters away from the practice doors, until instructed to enter.



4

CHECKS

When we are ready to see you, the practice will call you. Please come alone.

Your temperature may be checked using a no-touch thermometer and we will also ask you a few questions regarding your health.



5

WELCOME

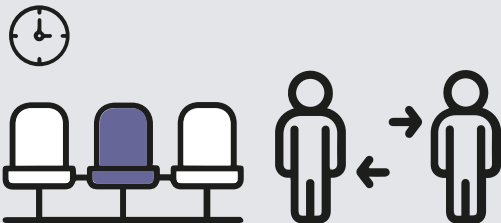


Once you have been screened, we will ask you to sanitise your hands, place your belongings in a plastic box and then direct you to the surgery.

6

WAITING ROOM

If you have been asked to wait in the waiting room, please follow social distancing directions at all times.

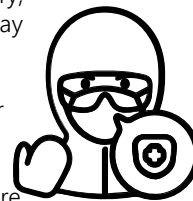


7

PPE

Once you're in the surgery, the dentist and nurses may be wearing additional Personal Protective Equipment (PPE) for your protection and theirs.

But under the mask we are still the same friendly faces!



8

RECEPTION

After your treatment, if necessary, you will be directed to the reception area. If you are not directed there, a team member will help you gather your belongings and show you to the exit.



9

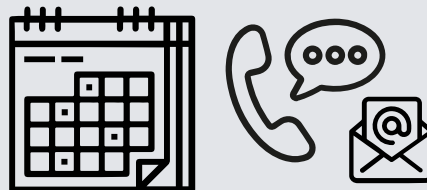
ADMIN



We are making the experience in our practice as contactless as possible for your safety, therefore treatment plans, receipts etc will be emailed to you, rather than printed at the practice.

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NEXT APPOINTMENT




A member of our team will contact you by email or phone to settle any bills and book your next appointment.

KEEPING YOU SAFE WHILE KEEPING YOUR MOUTH HEALTHY



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All of our surgeries undergo a thorough decontamination process after every patient and our waiting and reception area, toilets and other public areas are regularly cleaned during the day.