

CLINIC REOPENING - IMPORTANT SAFETY CHANGES

As of June 8th, 2020

The safety of our patients and staff remains our absolute priority as we begin a phased reopening of our clinics in June.

Please read the below safety information carefully before your appointment and make sure to follow all the guidelines on the day of your appointment in the interest of your own health, and the health of all our patients and staff.

Your Health & Risk Assessment

Our team must ask you a series of questions regarding your own health and any experiences you have had, or may have had, in relation to Covid-19 before we can book you in. These risk assessment questions are to determine if any additional precautions need to be made to ensure your safety and well-being during your visit to our clinic.

Visiting Our Clinic

Our internal waiting area is currently closed in order to maintain social distancing within the clinic premises. Upon visiting our clinic, **please call us on +442033223218** to let us know about your arrival once you are outside. You will be asked to kindly remain outside until the nurse calls you in for your appointment. At which point, you will be brought straight into the surgery room. Also, please expect your temperature to be measured before you will be allowed into the surgery.

Hand Sanitisers

Our practices will be equipped with hand sanitising stations that are free to use. You are invited to use them before and after your appointment.

Personal Protective Equipment (PPE)

To ensure the safety of our patients and our dental team, and to comply with the guidelines set out by Public Health England, we have purchased additional PPE equipment including masks, gowns, visors, goggles and disinfectants etc. for use as needed by our team during their work.

Longer Appointments and Gaps Between Patients

To properly carry out the additional safety measures put in place, additional time will be allocated to each patient before, during and after appointments so that all the additional safety and cleaning processes can be carried out properly. We ask our patients to kindly be patient if for some reason there are delays due to the necessity to be completely thorough with these processes, as some dental appointments may run over the allocated time.

Surgical Safety Measures

During surgical appointments, we will insert a rubber sheet inside your mouth to cover areas that will not be operated on. This way we will reduce additional aerosol generated during your procedure, in order to provide additional caution.

Surface Disinfection

Although our clinics are always very sterile environments with the highest standards of infection control and decontamination procedures in place, we will take additional time and undertake additional cleaning procedures and disinfection before and after every appointment for the foreseeable future. Our team will take additional time to thoroughly disinfect all the surfaces at our surgeries to ensure the safety of all patients and staff. We use effective anti-bacterial solutions to clean and disinfect the surfaces.

Social Distancing and Payment

To ensure that we are following social distancing requirements, our reception at the clinic and the internal waiting area remains temporarily closed. Our customer service coordinators will be available by email and phone to help you with any questions regarding appointments, the treatment process, and finances before, during and after your clinic visit. This means that payments for appointments must be made by card payment or bank transfer with our office staff ahead of booking your appointment.

Video Consultations

If you would like to talk to our dental surgeons virtually, you can request a video consultation by filling in the form here – [Video Consultations](#).