

## GUIDELINES FOR A SAFE VISIT DURING THE LOCKDOWN

According to the latest government guidelines, medical appointments – **including visits to dental practices** - are one of the few reasons you can leave your house, so **we are encouraging** everyone in need of dental treatment **to book an appointment with us** and not let your dental health suffer.

### HOW IT WORKS?

Upon booking an appointment with us, you will receive a confirmation e-mail from our team. You can then use this e-mail confirmation of your appointment as proof of why you are outside, if needed.

### HOW IS IT SAFE?

The below safety information will help you ensure that you have a **pleasant and safe visit** at our clinics during the lockdown. Please read the information below and make sure to follow all the guidelines on the day of your appointment.

#### YOUR HEALTH ASSESSMENT

Our team will ask you a set of questions regarding your health and any experiences you have had, or may have had, in relation to Covid-19 before booking you in. These questions help our team determine **if any additional precautions are needed** to be made to ensure a safe and pleasant visit at our clinics.

#### VISITING OUR CLINIC

To ensure the safety of our visitors, we have closed our internal waiting area so **please call us using the number displayed on the clinic door** to let us know about your arrival once you are outside. We will kindly ask you to remain outside until the nurse calls you in for your appointment.

Please expect your **temperature to be measured** before you will be allowed into the surgery.

#### HAND SANITISERS

Our practices are 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)

Our team has been equipped with additional PPE equipment including masks, gowns, visors, goggles, and disinfectants etc. This helps **protect our team and visitors** to our clinics.

## LONGER APPOINTMENTS AND GAPS BETWEEN PATIENTS

Additional time has been allocated to each patient before, during and after appointments so that all the **additional safety and cleaning processes** can be carried out properly.

We kindly ask our patients to be patient if 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, our dental surgeons will insert a rubber sheet inside your mouth to cover areas that will not be operated on. This **will reduce additional aerosol generated** during your procedure to provide additional ease of mind.

## SURFACE DISINFECTION

Although our clinics are **always very sterile environments** with the **highest standards of infection control** and **decontamination procedures** in place, we are now taking additional time and undertake **additional cleaning procedures and disinfection** before and after every appointment for the foreseeable future.

## SOCIAL DISTANCING AND PAYMENT

Due to our internal waiting area being temporarily closed, payments for appointments must be made by card payment or bank transfer with our office staff ahead of booking your appointment.

**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.

## 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](#).