

Important Patient Information!

A guide of what changes to expect at your dental appointment.

Infection control has always been a top priority for our practice. Our infection control processes are made so that you receive care that is both safe and comfortable for you and the dental team.

Our practice follows infection control guidelines made by the governing bodies. We make sure that our infection control procedures are current and adhere to recommendations.

Due to COVID-19 there are some changes as to how we operate to help protect our patients and staff.

Prior to your appointment:

Appointments will be managed to allow for social distancing between patients. This might mean that you are offered fewer options for scheduling your appointment.

Our practice will communicate before hand to ask some screening questions. You will be asked those same questions again at your appointment.

Please use the bathroom before you arrive as our toilet facilities will be limited for safety purposes.

With the exception of children and patients with carers, patients should attend alone. We employ a one child one parent policy.

Attend your appointment with minimal personal items. No food or drinks will be allowed in the practice.

You will be sent an email with links to complete all essential forms. Please ensure all forms are completed prior to your appointment. Forms consist of personal details, FP17 (NHS form), medical history.

If you show symptoms following appointment booking, you should contact the practice by phone to rearrange your appointment.

On the day of your appointment

Please be aware that if you are showing any COVID-19 symptoms or have come into contact with anyone that has been exposed, we will have to rearrange your appointment for a minimum of 14 days as you self-isolate.

Please do not enter the surgery.

Arrive 10 minutes prior to your appointment and wait in your car or 2 meters away from the surgery. If you arrive late then your appointment will be cancelled as we have limited appointment times available.

Once you arrive contact our reception team on **01375 852044** and one of our team will ask you the screening questions before you enter.

We will then call you into the practice when we are ready to see you.

Please do not touch the door handles of the practice as a member of our team will escort you in.

Your temperature will be taken and recorded with a contactless thermometer as you enter.

We will provide you with hand sanitiser that you will be required to use as you enter the practice.

You will be asked to remove any extra layers of clothing (i.e. coats) and all belongings will be placed in an allocated area at reception.

A distance of 2 meters must be observed if another patient is present in the dental practice.

Please do not touch any surfaces or surroundings in the practice.

You will be escorted into the surgery where your Dentist and Nurse will be dressed in full PPE (personal protective equipment).

Once your appointment has concluded you will be ushered to wash your hands with soap in the surgery.

You will then be escorted to collect your belongings, payment taken at reception by contactless payment, rebook any further appointments, then leave practice safely.

Although we have a lot of change in place to protect patients and staff, we thank you for being compliant and patient with the new system and hope you have a pleasant experience.

Thank you

Elite Dental Studio.