

Guide to your New Patient Journey

- **Patients with suspected or confirmed COVID-19 will have to postpone their treatment**
- On the day of your appointment, before you leave home:
 - ✓ Clean your teeth
 - ✓ Use the toilet
- Please attend alone, unless a carer or guardian is required to accompany you
- We advise bringing only essential items with you, that fit within one bag. A box will be provided for your essential belonging to be stored safely
- You must arrive with a face covering/ mask in accordance with the advice about enclosed public spaces. You will be asked to remove this when your examination/ treatment is about to start
- Please bring your own pen with you to sign any necessary documents

- Please arrive at your scheduled appointment time, not earlier. Call us when you arrive, and please remain in your car or outside the practice, following social distancing recommendations. Our front door will remain locked to help us observe social distancing
- We will call you when it is time for you to enter the practice. Our receptionist will open the door for you
- Please refrain from touching any handles on any of the doors, our staff will do this for you to decrease your risk
- We will ask you to sanitise your hands using an alcohol hand rub
- A member of staff may be taking your temperature
- Remember, to provide you with the right care and service we cannot adhere to the social distancing recommendations. Our teams will therefore be wearing extra PPE gear. We are still the same friendly team behind the masks, ready to look after you!
- The range of treatments you will be offered may be different to what you received previously. This is to ensure your safety and that of the dental team during the pandemic. For example, your gum treatment/ cleaning may be performed using hand instruments (hand- scaling) to reduce the risk of transmission of infection. Ultrasonic instrumentation develops aerosols that remain in the air for longer than the length of the treatment and have a high risk of containing viral particles
- The room may be a little cooler than it used to be as we have fresh air circulating. Please come prepared to keep yourself warm with extra layers

- Once your treatment is completed, you will collect your belongings. If you need to see the receptionist, please respect social distancing
- To allow safe decontamination of equipment and rooms between patients, we will be offering fewer appointments per day
- We will ask you to pay before your treatment (if applicable), by card
- If you are unable to keep this appointment, please contact our office as soon as possible. The NHS policy for specialist periodontal appointments is that 72 hours' notice of cancellation is required. Due to the high demand for these appointments, if this notice is not provided then no further appointments can be made. For private specialist appointments if you need to reschedule please give us at least a 24-hour notice as a minimum. If you fail to cancel a cancellation charge may apply. If an appointment is cancelled more than 3 times, Crofton Park Dental Practice reserves the right to not offer an alternative appointment.