

The Patient Journey

Keeping both our team and patients safe during the pandemic, the 9 key steps

Conway House
DENTAL PRACTICE

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Further information on the 9 key steps

- 1** We will be prioritising patients requiring urgent dental treatment. Appointments will be staggered and longer to ensure guidelines are adhered to
- 2** A member of our team will contact you before your appointment to complete a covid-19 screening form. For everyone's safety we request you answer all the questions honestly
- 3** Where possible you should attend the appointment alone and avoid travel by public transport. We may ask you to wait in your car to prevent overflow
- 4** We will ask you to perform hand hygiene on arriving and before leaving the practice Avoid touching you face after sanitising your hands..
- 5** A new fever/high temperature is a listed symptom in the NHS case definition of Covid-19. Patients with temperatures 37.8°C and above will be sent home.
- 6** Maintain a 2 metre distance from the receptionist and any one else in the waiting room. There will be a Perspex screen installed at the reception desk. You will be asked the Covid-19 screening questions again at reception.
- 7** Rinsing with an antimicrobial mouth rinse is a pre-operative measure to lowering the viral load in the mouth before any treatment is commenced.
- 8** Your treating dentist will be wearing full personal protective equipment as recommended by UK guidance to ensure your safety and theirs
- 9** We strongly encourage use of card /contactless payments where possible to help reduce the transmission of Covid-19