

Southwoods Dental Practice

PATIENT JOURNEY DURING COVID-19

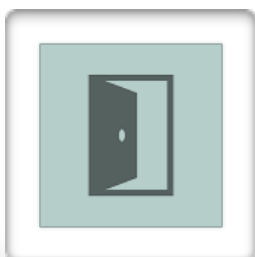
There are a few changes to your usual dental experience with us. No need to worry about it, we'll guide you through every step! Here goes...



Before your appointment

We'll ring you at least a day before your scheduled appointment to:

- **Run through “what to expect”.**
- **Complete a short pre-visit health questionnaire to ascertain whether you are Covid-19 symptom free.**
- **Review your medical history form.**



Day of your appointment

We aim to limit the number of people in the practice so we ask that you remain in your car until we call for you. The practice door will be locked as we can only accommodate pre-booked appointments safely.

When it is time for your appointment, the receptionist will ring you on your mobile or come call you (from a safe distance and wearing a mask) if you do not have a phone.

- **Please come alone, unless you require assistance or are supporting a child or someone vulnerable.**
- **Where possible, only bring essential personal belongings with you.**
- **Please thoroughly clean your teeth before attending the surgery.**

- The bathroom is unfortunately not in use. So where possible, we ask that you have already visited the facilities before you depart for the practice.
- If possible, please bring your own pen.



Entering the dental practice

The waiting area has been adjusted and we've reduced our appointment slots to allow for safe social distancing.

We've introduced 2 "safety stops" (safety tape lines) - one at the sanitising station and one in front of the reception desk, which will now be behind a protective plastic screen.

When dealing with the receptionist, please try and keep behind the safety tape, unless asked to step forward. We also kindly ask that you try to avoid touching the screen or leaning on the reception desk.

Due to the high risk of cross contamination we've temporarily removed the water dispenser, magazines, books and toys - apologies for any inconvenience caused!

- **Upon entering the building the dental nurse (already clothed in her appropriate PPE) will welcome you into the practice and you'll be asked to clean your hands at the hand sanitising station.**
- **Whilst you are busy here, she will confirm, yet again, that you have not developed any Covid-19 symptoms since the screening call from the receptionist.**
- **If you are all clear she will then proceed to take your temperature. Anyone with a reading above 37.8 C, will be requested to leave and then follow the required Government procedure for a possible Coronavirus infection.**
- **If you have any personal belongings, we will ask that you place these in a disposable bag which the receptionist will then keep behind the reception desk until your departure.**
- **If there are more than one patient in the reception area, we will ask that you don a mask, which we will provide, whilst you are waiting to go through to the surgery.**



Treatment

The dental nurse will take you through to the surgery for your treatment.

- **If you had a mask on, you can now remove this as both the dentist and dental nurse is fully clothed in the appropriate PPE.**
- **You'll be asked to rinse your mouth, for 1 minute, with a specialised mouth rinse.**
- **Your treatment will commence. You can expect to see a few extra layers of clothing, new operating procedures and “gadgets” about.**
- **If your treatment involved AGP's (aerosol generating procedure) you will be asked to wash/ sanitise your hands before leaving the surgery to go to reception.**
- **If there are more than one patient in the reception area, we will ask that you put your mask back on, before leaving the surgery.**



After you appointment

At the reception desk:

- **The receptionist will assist you in completing/ signing any necessary documents.**
- **You can now schedule your next appointment, should one be required.**
- **If payment is due, this will be taken now. The receptionist will guide you through the process. Please note that we are unfortunately only taking card payments at present.**
- **You can collect your personal belongings from the receptionist (she will guide you through the process) - these will stay in the bag for you to take home.**
- **Any possible additional paperwork/ information will be e-mailed/ posted to you.**
- **Please sanitise your hands at the hand sanitising station prior to leaving the building.**

- **If appropriate, your follow-up appointment with the dentist will be conducted via video call or telephone to minimise personal contact.**



Enhanced Cleaning Procedures

Our already stringent cleaning regime has been elevated. We're conducting more frequent and intense cleans – particularly in our surgeries. As a result we have allocated even more time to our Cleaning & Sterilising procedures. Likewise, we have increased our individual appointment duration and reduced the number of allocated appointments per day, to provide this essential time.