

Information About Visiting the Practice for an Appointment

We are very much looking forward to seeing you at the practice to continue your dental care, but as things have changed since we last saw you, we wanted to give you some information before you arrive. This will help make your visit as smooth as possible.

If you are unwell for any reason it is better to not come to the Dental Practice. If you suspect you have symptoms of COVID-19 please stay at home and follow NHS guidance

The whole team at Russell Street are working hard to ensure that your visit to the dental practice will be a pleasant and safe experience. Procedures and protocols that were routinely part of the safe delivery of dental care are already well developed and practiced at Russell Street.

We have upgraded these routines to ensure that we are offering a safe dental environment, both for you and for us as a team.

How we will look after you, before, during and after your visit

Before your appointment:

-  Our reception team will call you to complete as much of the necessary administration as possible before your visit
-  This will include checking your medical history, your current contact details and checking that you do not have any symptoms of Covid-19
-  They will also be able to answer any questions you may have
-  Please **clean your teeth at home** as it will not be possible for you to do so at the practice
-  **Do not bring anyone with you.** We will of course welcome carers who may need to accompany you, but only where absolutely necessary

On the day:

- 🕒 We are currently operating a **closed door** policy. This is to keep the number of people in the practice to a minimum
- 🕒 We ask that you **arrive at your booked appointment time**. Too early and you may have to wait, too late and we may have to rebook your appointment
- 🕒 When you arrive, please **ring the intercom doorbell** and you will be able to speak to one of the team
- 🕒 You may be asked to **wait outside** for a few minutes, while we are caring for another patient. In inclement weather, we may allow one person to wait in the waiting room, whilst ensuring social distancing is maintained
- 🕒 When we are ready for you, we will let you in and ask you to shut the door behind yourself
- 🕒 We will ask you to **sanitize your hands**. More vulnerable patients may be asked to put on a mask, which we will provide
- 🕒 One of our team will then take your temperature and ask you a few more questions
- 🕒 Once all these important checks are done, you will be asked to go straight to the surgery, where we will be ready for you
- 🕒 We will ask you to place your **personal belongings in a plastic box** – please keep these to a **minimum**
- 🕒 We may all look a little different at the moment, as we will be wearing enhanced protective equipment, don't worry – we are still the same friendly faces underneath!!
- 🕒 We will all be speaking through our masks, throughout your visit, so please let us know if you are unable to hear us clearly
- 🕒 We would prefer that you **do not use the toilet facilities** at the practice

After your appointment:

- Ⓡ We will ask you to **sanitize your hands** as you leave the surgery
- Ⓡ We will ask you to go to reception to pay (if required) and book your next appointment. Alternatively, you may prefer to go straight home, we can call you later and arrange everything over the phone
- Ⓡ We will only be **only accepting card payments** at this time (no cash or cheques)
- Ⓡ Any treatment plans or receipts for payment will be emailed to you
- Ⓡ We will ask you close the front door behind you when you leave
- Ⓡ Following your visit and before the next patient is allowed into the practice, **we will disinfect the surgery environment** and we will clean all touched surfaces throughout the practice with anti-viral wipes
- Ⓡ If you have any questions, before during or after your appointment, please ask one of the team, we will be happy to help and reassure