

## Patient Guide on Attending a Dental Appointment

### Purpose

Please read this guide carefully. Our team members will assist you during your visit to Willowbrook Dental Practice, to ensure your safety and safety of other patients and our staff members.

After extensive staff training and by applying protocols based on guidelines from the Public Health and the Chief Dental Officer we believe we created safe environment in the practice to start seeing patients. Please call us prior to your appointment, if you have any questions.

### Review

Review dates may change based on new evidence or if any significant changes are made to this process.

Policies to be reviewed in 3 months, and may change.

1. On the day of your appointment, please arrive 10 minutes before your appointment and wait in the car. Please use your mobile to call the practice and 'check in' via the phone. The receptionist will ask to confirm any changes to your medical history and to ask some 'covid-19 related questions'. We will also ask whether you pay for your treatment and to take card payment over the phone for Band 1 treatment will be collected over the phone.
2. You will also be informed whether the dentist is running late or on time in which case we will ask you to wait in your car or outside the practice for a short while, to avoid a queue of patients in the reception area.
3. On arriving at the practice, you will find the door is locked. You will need to knock and our staff member will receive you, taking your temperature before entering the practice and then be asked to disinfect your hands and wear a mask.
4. Once inside, you will be directed straight in to the surgery. Waiting in the waiting room is not permitted, so please make sure you come alone and on time.
5. If you are a parent accompanying a child, a guardian or carer, you will need to inform us prior to the appointment, to make sure there is no one already present in the waiting room.
6. The use of toilet in the practice is not permitted at this time, we will advise this when we call you prior to your appointment.
7. Once outside the surgery, you will be asked by your dentist or the dental nurse to remove your coat, bag and place it with any other belongings into a plastic box, which will be sealed and placed in the surgery, so you can be assured of safety of your personal belongings.
8. When in the surgery, you will be asked to wash your hands before appointment starts.
9. Please don't be alarmed if you see our staff wearing more personal protective equipment than normal. This will especially be the case if you need an urgent treatment. It is all done for your safety and safety of our staff and other patients.



10. During your appointment, your dentist or dental nurse may ask you to follow certain procedure, like use a mouthwash before treatment, but don't worry, they will guide you through everything.
11. On the end of your appointment, and before you leave the surgery, you will be asked to wash your hands again. The plastic box will then be taken outside the surgery, where you can collect your belongings.
12. If you haven't made an over the phone payment, please make sure you use your card for payments (preferably contactless). If you require booking of other appointment, one of our receptionists will call you, to book over the phone. Any treatment plan will be e-mailed to you, and it will be pp signed by the dentist, to decrease using of non-essential items in the surgery.
13. We have a strict Infection Prevention Schedule to ensure patient and staff members safety. Please let us know, if you need any more information and we will be happy to help.
14. Please be aware waiting time for appointment booking may be longer than usual, due to fewer patients being seen daily, following the Public Health and the Chief Dental Officer advice.

**Thank you for your patience and understanding in this challenging time.**

**Willowbrook Dental Practice Team**