



Dovedale Dental Practice

What to expect when attending the practice.

The practice will be operating a closed-door policy. Entry will only be for patients with appointments that have been confirmed by the practice.

Once we have confirmed your appointment time, we talk you through the new process in place over the telephone. You will be given the following instructions to follow prior to attending the practice.

You must attend alone. Should you need to accompany a minor or a venerable adult we would request only one parent/ career attends, we will need to carry out the necessary checks on anyone entering the practice and you must obey by the social distancing measures in place.

Where ever possible the team will check your medical history with you over the telephone and update your records. Please have your up-to-date medical history to hand. You will need sign your updated medical history, on a clinipad, at the practice.

Due to the current situation the practice will ask that where possible you do not require the use of our toilets

Our practice will communicate with you by telephone to ask some screening questions. You'll be asked those same questions again at your appointment

Entering the practice

Payments will be taken in advance over the phone to minimise contact. Should we be unable to take payment over the phone, you will have the option to pay at the practice. We will be reducing cash payments so we would request patients to make payments by card as much as possible.

You will be asked to wait outside the practice and to knock the door to inform us you have arrived. A member of the team will check your temperature on entry into the practice.

You will be advised to not bring any personal belongs including coats and handbags with you into the practice where possible.

We will call you when the dentist is ready to see you.

You will be greeted at the front entrance by a member of the team who will provide you with hand sanitiser which will need to be applied, should not be able to use the sanitiser's provided you will be requested to wash and dry your hands.

You will be shown to reception, to sign your FP17 form and medical history on the clinipad.

The staff member will then direct you into the treatment room.

You will be meet by the team who will be in full PPE

Leaving the practice

You will be escorted out of the practice by a member of the team.



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Should you need to make payment they will show you to reception.

Any follow appointments will be booked over the phone.

You will be asked to use the hand sanitiser or wash your hands prior to leaving the treatment room

Important information regarding our practice

Infection control has always been a top priority for our practice and you may have seen this during your visits to our surgery. Our practice follows infection control guidelines made by the governing bodies. We are up-to-date on new guidance that has been issued. We do this to make sure that our infection control procedures are current and adhere to recommendations.

We no longer offer magazines, children's toys and so forth, since those items are difficult to clean and disinfect

Appointments will be managed to allow for social distancing between patients. That might mean that you're offered fewer options for scheduling your appointment. The practice will require additional times between appointments to allow cleaning down in the practice after each appointment.

Due to high risk of transmission of COVID 19 during dental procedures which involve any generating of aerosols there will be limited access on certain dental treatments and will only be carried out when absolutely necessary.

Should you require further information or guidance please call the practice. We look forward to seeing you soon.