

## **New safety procedures and protocols**

Making an appointment:

Where possible, please call us directly on 020 8894 6115 or email us at: [central-dental@hotmail.co.uk](mailto:central-dental@hotmail.co.uk)

At the time of booking your appointment we will be asking you a series of screening questions to ensure that it is safe for you to visit the practice and we will be updating your current medical history form, so please ensure you have details of any new medication to hand.

On the day of your appointment

- Please arrive as close to your designated appointment time as possible - If you arrive late, we may not be able to see you
- Please come alone if possible
- Please bring as few personal possessions with you as possible
- Please remember to use the bathroom before you leave home as we are limiting use of our WC facilities.

On arrival

- We request that you arrive wearing your own face covering and keep it on until you are asked to remove it. As you will be aware PPE is in short supply so we don't want to supply masks if at all possible

- Please call us on your arrival or ring the bell outside the practice.
- Your temperature will be taken using a non-contact thermometer
- You will be asked to clean your hands using hand sanitiser in the reception area.
- Please bring minimal possessions into the practice as these will have to be placed in a box outside the clinical room
- If you need to use the waiting room, please observe the recommended social distancing regulations
- Please bring a pen with you to sign any paperwork.

In our practice:

Prior to reopening, the dental surgery was deep cleaned. We will be carrying out ongoing surface treatments to ensure that we maintain the highest levels of infection control. We will also be using anti-viral room sanitiser sprays as well as good ventilation. These protocols will also be carried out in all areas throughout the building.

After your appointment:

- One of our team will arrange a follow up appointment if required
- Payments can be taken by card and our terminal is cleaned after each use.

We will regularly review our procedures in line with the guidelines and scientific evidence, and any recommended changes will be

implemented.

Thank you for your patience during this difficult time and your continued confidence in the care that we provide. We look forward to seeing you all again and please remember that whilst we may look a little bit different under our new PPE, we are still the same friendly team underneath!

Best wishes,

Dr Gurmit Hothi and the team at Central Dental