

COVID-19 safety steps for when you visit a practice.

BEFORE THE DAY OF YOUR APPOINTMENT

- We'll send you a medical history form – and a dental history questionnaire if you're a new patient – to complete and send back to us in advance of your appointment. Please note that these can be sent by e-mail, or if available in your practice, by e-form.
- We'll call you to conduct a pre-visit questionnaire – so we can make sure you have no COVID-19 symptoms and we can treat you safely.

BEFORE YOU ENTER THE PRACTICE

- Please don't arrive too early or be late for your appointment. This will help us maintain social distancing by avoiding a 'build-up' of patients within the practice.
- Please don't bring anyone else into the practice with you unless necessary. Exceptions include a parent/guardian of children under 18 years old, or a carer.
- Please bring as little belongings with you as possible, this limits the risk of any contamination.

INSIDE THE PRACTICE

- We've adjusted our waiting areas and spaced out appointments – so you can maintain safe social distancing.
- You must clean your hands using the antibacterial gel provided as soon as you enter the practice.
- You'll be given a mask to wear on arrival to ensure your safety during your visit. Our staff will also be wearing appropriate PPE to ensure your safety.
- Plastic screens have been installed on our reception desks. Please try and maintain a 2m distance from the reception desk and avoid touching the screen.
- We'll ask you some arrival questions to confirm the information you gave in the pre-visit call.
- We'll ask you to keep all belongings with you and avoid leaving the waiting area until you are collected for your appointment.
- Patients bathrooms are still operational but please ask the receptionist before use. This will ensure we know the facilities have been used and can clean appropriately.

AFTER YOUR APPOINTMENT

- To keep you safe, we'll ask you to use contactless payment instead of cash wherever possible.
- You can book any future appointments or follow-ups with our receptionist.
- If within 14 days of your appointment you begin to develop any symptoms of possible COVID-19, such as a high fever or a new continuous cough, you should contact the practice to inform them and follow the appropriate self-isolation advice.