

## Your Dental Appointment

After 12 weeks of our doors being closed, we are looking forward to welcoming you back to the Practice! Please expect a phone call from a member of the team on the DAY BEFORE your appointment. This is to clarify the details of your appointment and also an opportunity for you to ask questions or raise any concerns.

In the wake of the Covid-19 pandemic, we have worked hard to re-think the way we operate to ensure a safe environment to care for our patients. Our top priority is the safety of you and our staff. For this reason, your experience will feel a little different to usual here at Miller and Isaacs!

1. We ask that you come to the back entrance of the practice when you arrive. The door to the practice will be locked. In the unlikely event of a queue at the door, there are 2m markers to help everyone abide by the social distancing advice.
2. We request that all patients and visitors entering the practice cover their nose and mouth using a face covering – a scarf, or facemask for example.
3. A member of our team will come to greet you. She will be wearing a mask and gloves.
4. Before entry, the team member will take your temperature. Regrettably, if your temperature is 37.8 degrees Celsius or above, we will need to rebook your appointment.
5. On entry of the building, you will be asked to sanitise your hands.
6. As soon as possible, you will be taken to your treatment room where you will be greeted by your dentist and nurse. They may be wearing more Personal Protective Equipment (PPE) than you are used to. Don't be alarmed!
7. After your treatment, if you need to visit reception, you will notice that we now have a plastic screen between you and the receptionist. You will still be able to see and hear the receptionist clearly.
8. At this time, we would like to avoid cash handling as much as possible. If you can, please pay for your treatment by credit/debit card
9. You will exit the practice via the, more familiar, front door.

In addition to these differences, there are some changes that we must ask you, the patient, to make;

1. **If you have any symptoms of Covid-19, please let us know as soon as you can. Do NOT attend your appointment. Follow the government guidelines for self-isolation.**
2. Please use the lavatory and brush your teeth at home before you leave for your appointment. The patient toilet facilities are likely to be unavailable.
3. Please limit the items you bring with you to your appointment. Please bring essential items only (keys, purse/wallet, medications)
4. Wherever possible, please attend your appointment alone. Only essential carers or, in the case of young children, a parent/guardian, will be permitted entrance to the building with you.

Thank you for taking the time to read this information. We appreciate that these are anxious times and hope that your experience will be as comfortable as possible.