

Advice for Patients attending attending appointments from 8th June.

A must read for patients prior to their visit-

The whole team at **The Lodge Dental** are working hard to ensure that your visit to the dental practice will be a pleasant, effective, and most importantly a safe experience. Many of the procedures and protocols that were routinely part of safe delivery of dental care are already well developed and practiced at **The Lodge Dental** . With the COVID 19 pandemic we have upgraded many of these routines to ensure that we are offering you the latest in safe dental environments. The risk of virus particle contamination is managed carefully in all areas of the building and clinic room.

We will prepare our clinic prior to your visit as much as possible in order to limit the time you spend in the practice and to allow us to manage your dental problem efficiently and effectively while you are with us. We will endeavour to manage as much pre-visit admin and consultation with you over the phone and by email to streamline your actual onsite visit.

Please look at the following guidance that will help us look after you efficiently during your visit.

- If you are unwell for any reason it is better to not come to the Dental Practice. If you suspect you have symptoms of COVID 19 please stay at home and follow NHS guidance. You must however inform us ideally 48 hours in advance.
- Please prepare your-self at home to have freshly scrubbed teeth using your usual oral hygiene measures.
- Please remember to bring your paperwork if you have been asked to complete some of these such as, our medical history questionnaire, your consent forms or signed treatment plans.
- Please remember to bring your plastic debit/credit payment card.
- Our sitting room is closed to patients. There is a small waiting area in reception that we want to keep as clear as possible. If you arrive by car, please be ready to wait in your car until called in by your dentist. If you arrive by taxi, by foot or bike call the practice let us know you have arrived. When you arrive you must let us know by telephoning us or using doorbell and we will then ask you to wait outside until we are ready to have you in the surgical chair.
- Please do not bring anyone with you. Of course we are ready to receive parents of small children and carers but please plan to keep siblings and other family and friends out of the building.
- On a bad weather day we will operate a socially distanced sitting room.
- Your dentist will use an infra-red thermometer to measure your body temperature on arrival. If you are feverish we will ask you to rebook your appointment for two weeks' time.

- As you are invited into the building we will offer you a face mask that simply hooks over your ears and covers your mouth and nose. You will be offered a hand gel rub at reception. Reception team are there to help you and are now behind a screen to protect their work environment. Please keep 2m distance from staff where possible.
- We ask you to use the toilet facilities at home prior to your travel to the clinic as our toilets are closed for now.
- Many of us looking after you will also be wearing various levels of PPE but we are all likely to be wearing a mask as we greet you. This is because we will be closer than 2 m from each other.
- We will invite you into the dental surgery that will have been prepared to specially for you to be a safe environment. Your Dentist and dental nurse will be wearing PPE with some extra layers being used as we start to do our dentistry for you.
- After our initial discussion with masks on we will ask to take your mask off and use a mouthwash for 1 minute. We will give you a big tissue to hold along with your facemask throughout the appointment. This is for you to be ready to catch a sneeze or a cough with the big tissue helping keep the surgery environment clean.
- Your dental appointment will be as normal except that the room may be lot cooler for you as we have fresh air circulating in the room. Please come prepared to keep yourself warm with an extra layer and covered legs. You will be offered an extra-large paper dental bib that covers you aiming to minimise contamination of your clothing with droplets from our mouth.
- At the end of your procedure you can have the usual mouthwash but with the minimum of splutter please. Please use your big tissue and then put your facemask back on before leaving the room.
- We will ask you to go to reception to make another appointment if required and of course to pay the bill. Please be prepared to use your plastic payment card as the payment machine is offered to you through the screen by the receptionist. Cheques and cash introduce extra levels of contamination risk that we are keen to avoid.
- In many cases we will request that we make further appointments for you over the phone later in the day or the next day. Often treatment plans will be presented by email or in the post with discussion and scheduling done by phone in order to keep our building as socially distanced as possible during the working day
- All your treatments will be planned carefully and will be managed in a cool calm and COVID 19 safe environment.
- At The Lodge Dental we are determined that your experiences under our care continue to be effective reassuring and confidence building while we offer you detailed attention as comfortably and safely as possible.
- Many thanks for working with us as we manage your dental care for you in these tricky times.
- We will be keen to hear about your experience from you after your visit so please feel free to provide us feedback about your visit by sending email to info@thelodgedental.co.uk

Thanking you

The Lodge Dental
Management