



# YOUR NEW PATIENT JOURNEY

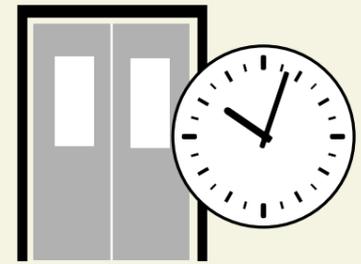
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One or two days before your appointment, you will be contacted and asked a series of health questions to see if you may have symptoms of Covid-19 or whether you are especially at risk of the infection.

2

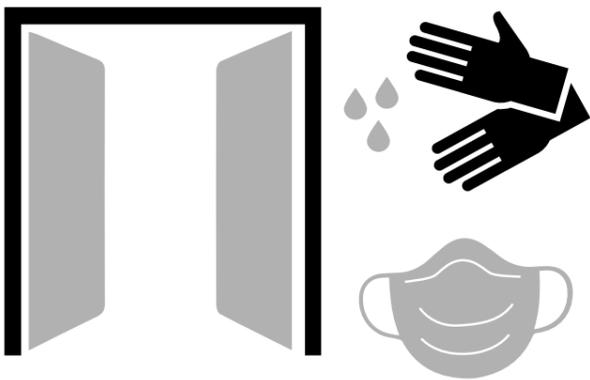
## DENTAL PRACTICE



To maintain social distancing, the practice doors will be kept locked. When we are ready to see you, the practice will call you. Please be ready to enter at your appointment time and, if possible, come alone.

3

## WELCOME



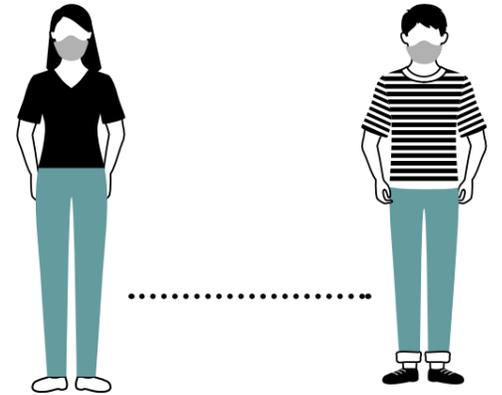
You will be welcomed by one of our staff and offered hand sanitiser and a mask to wear.

4



Your temperature will be recorded using a non-touch infrared thermometer and we will ask if there has been any changes to the screening questions asked in step 1.

5



You may be asked to wait for a short time in the waiting room. Please follow social distancing directions.

6

You will then be invited into the surgery. You may see that the dentist and nurses may be wearing additional Personal Protective Equipment (PPE) for yours and their protection.



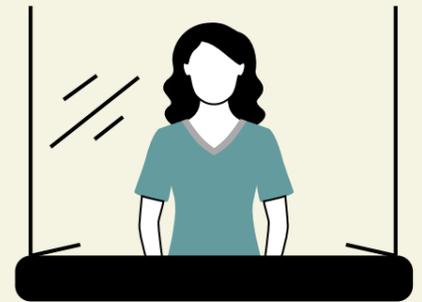
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Before treatment, you will be asked to gargle and rinse your mouth with anti-septic mouthwash.

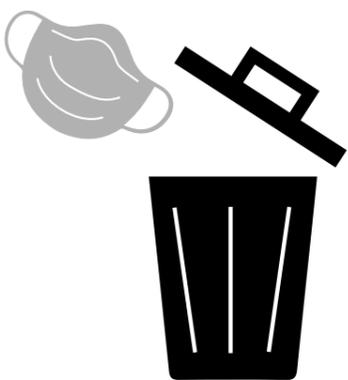
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## RECEPTION



After your treatment, you will be directed to the reception, where we now have protective shields in place. If possible, please pay by card.

9



You will be shown where to dispose of your mask and will be asked to sanitise your hands before leaving the practice.

10



We are trying to make the experience in our practice as contactless as possible. Treatment plans, receipts etc. will, therefore, be emailed to you, rather than being printed at the practice.

11



We are going to be increasing our use of video conferencing and may ask if we can keep in touch with you in this way.



A video of this journey in our practice is on our website [www.smileforlife.co.uk](http://www.smileforlife.co.uk)

# KEEPING YOU SAFE WHILE KEEPING YOU ORALLY HEALTHY



All of our surgeries undergo a thorough decontamination process after every patient and our waiting and reception areas, toilets and other public areas are regularly cleaned during the day.