

## INTRODUCTION TO COVID-19 PRACTICE PROCEDURES

You will notice some changes on your next visit to the practice. These are in place to help protect patients and staff.

- We will phone you a day or two before your appointment to ask some screening questions
- We will be operating a locked door policy manned by a staff member
- Please arrive at least 10 minutes early for your appointment and see the staff member who will take you through our new procedures
- Please hand over your signed consent for treatment form
- Please arrive by yourself, if possible, and leave coats and bags in your car. Obvious exceptions are carers and children
- There will be hand sanitizer available for use before entering the surgery
- Staff will not shake your hand
- If you show symptoms after booking the appointment please contact the practice by phone to reschedule
- Please do not arrive without an appointment
- Remember to check the screening questions and risk assessment before attending
- Payment, if applicable, will only be taken by card
- Social distancing should be observed at all times except when in the surgery
- If you are vulnerable, shielded or someone in your household is please consider if your appointment could be delayed to a safer time
- If you have any Covid-19 symptoms within 14 days of your appointment please let us know.
- Appointments will be managed to allow for social distancing between patients and extra cleaning procedures which may mean that you are offered fewer options for scheduling your appointment(s).
- New appointments can only be made by phone or email.

Thank you all for your patience

Whiteley Dental Practice