

## Patient Journey

At New Road Dental Practice, we understand that the current situation has been a testing time for everyone, and we believe it is essential to ensure we are still able to care for you and your dental needs. That is why we have been working hard to completely remodel the way we operate so that we can begin to welcome you back as safely and as quickly as possible.

Every decision we have made has a focus on the safety of you, our colleagues and clinicians. We understand that things may feel different to your usual experience of a dental visit, and that you may be concerned, so here is some information on how your new visit will look and feel.

**If you have any of the symptoms of Covid-19/Coronavirus, please let us know as soon as you can; do not attend your appointment and follow the government guidelines around self-isolation.**

### Before your appointment:

- 1) You will be sent a link via email or text to a secure portal which has important forms for you to complete, including an updated medical history. These will need to be completed at home before your appointment.



### On the day of your appointment:

- 1) Before you leave for the practice please ensure you have visited the lavatory, have kept hydrated and have brushed your teeth.
- 2) Please avoid bringing valuables that you cannot keep on you in person. You will not be permitted to bring any large items into the surgery.
- 3) Consider leaving all large belongings including coats and bags in your car.



### On arrival:

- 1) For your safety our practice doors will remain locked. **Please wait outside** the practice doorway at the time of your scheduled appointment. We will invite you in at the time of your appointment.
- 2) On entering the practice, you will be asked to sanitise your hands
- 3) We will ask you a series of questions and ask you to pay before your treatment, ideally by contactless payment or card.
- 4) Our reception team will be maintaining social distancing in line with government guidance and may be wearing PPE.
- 5) Please observe the social distancing markers on the floors and signs throughout the practice.



### Treatment room:

- 1) Please note our team will be wearing extra PPE appropriate to the treatment you require.
- 2) At the end of your appointment you will be asked to sanitise your hands.
- 3) All treatment rooms are cleaned and disinfected between each patient.

