

## **Dear Patients,**

At Market Square Dental, we have implemented additional health and safety measures to assure the safety of our patients.

For this reason, when you attend the practice there will be some new procedures you will have to follow.

### **Measures implemented at our practice for your safety**

- Signage/posters displayed for your attention
- Social distancing measures: self-check in (in the process of setting this up), perspex screens at reception, staggering of patient appointments to avoid patient build-up at the practice and a zoned waiting room
- Infection prevention and control measures: dedicated hand sanitising stations, additional investment in required personal protective equipment (PPE), enhanced infection control procedures, screening of all patients and staff who are entering the premises daily, temperature checks, increased frequency of environmental cleaning and further training of all staff in infection prevention and control

### **Patient Journey**

#### Scheduling the appointment

- A member of our team will ask you a series of questions from our patient screening form over the phone
- If you are fit to attend, we will confirm your appointment date and time
- We will advise you what to expect from your appointment

#### Before attending your appointment

- You will be contacted again by a member of our team before your appointment, for second stage screening

#### Arriving for your appointment

- We strongly advise that you brush your teeth thoroughly before attending your appointment, to reduce pathogens in the mouth. There will be no facilities available for this at the practice
- The patient toilet facilities will be on request only, to help minimise cross infection. Please try to use toilet facilities before attending your appointment
- Please bring your own pen to fill in paperwork
- Please ensure you have a payment card to make any necessary payments
- Please wear a face mask when you travel to/arrive at the practice if possible
- Please do not arrive too early or be late for your appointment, to maintain social distancing and to avoid a build-up of patients
- Please attend alone for your appointment. Exceptions include a parent/guardian of children under 16, or a carer
- Please avoid bringing personal belongings with you, as this will help limit the risk of contamination

Market Square Dental – Resuming Dental Services  
Effective from 8<sup>th</sup> June 2020



- When you arrive outside the practice, please use the self-check in SMS service (if available) or call the practice to let us know you have arrived
- Please do not enter the practice until we call you by telephone to advise you to come in

Entering the practice

- Please avoid using the handrail, if possible
- At the top of the stairs, please sanitise your hands and wait to be called forward
- A team member will re-confirm some details
- A temperature check will be carried out using a non-contact thermometer. If your temperature is too high, your appointment will be rescheduled for a later date
- You will then fill in any paperwork that is required
- It is likely that you will be taken straight through to the surgery
- If you have to wait for any reason, you will be asked to wait in a designated zone in the waiting room
- Please avoid using your phone whilst waiting for your appointment

During your appointment

- Please avoid touching any areas of the surgery
- You will be asked to read and sign a consent form for attending the practice during the pandemic

After your appointment

- Before you reach the reception desk, please sanitise your hands at the sanitising station in the waiting room
- If you are a paying patient, a payment will be taken by card only
- You can book any future appointments with our team
- We are limiting the use of paper at the practice. Any invoices/treatment plans will be emailed to you

Leaving the practice

- Please sanitise your hands before leaving the practice

I would like to reassure you that we have made our practice even safer for you; and we are really looking forward to caring for you again.

Thank you in advance for your compliance with these measures.

**Dr. Shrayesh Patel**  
**Director & Principal Dentist**