

Instructions on what to do before, during and after your dental visit



TYCOCH DENTAL CENTRE
aspirational smiles

How you can help us maintain a safe environment for staff and patients alike

The day before your appointment:

- We will contact you to confirm that there have been no change in your medical history, medications, personal contact details or changes to your dental health
- We will ask you a series of questions about Covid 19 and find out if you are in a high risk category or not.

On the day of your appointment:

- With the exception of children and patients with carers, patients should come alone
- Please ensure you have used the toilet before coming to the practice, we want to minimise the amount of contact patients have with various areas of the practice
- Wash your hands before coming to see us
- Minimise the amount of items you bring with you into the practice
- Please do not arrive early to the practice. If necessary, you should wait outside the practice, depending on the weather. We will call you in when we are ready
- Patients should come wearing a mask if possible or be prepared to wear one that we will give you (this may change depending on guidance we receive)
- A distance of at least 2 metres must be observed if another patient is present in the dental practice
- Staff will not shake your hand
- We will ask you to place any items that you bring with you such as coats, handbags, phones, car keys etc. into a plastic container that we will provide while you are having your treatment

- We will ask you to clean your hands with the hand sanitiser that we will provide
- After cleaning your hands we will escort you to the treatment room. Please do not touch anything on your way
- After treatment we will ask you to put your face mask back on and clean your hands again with hand sanitiser
- Payment should be made by card where possible. If you don't feel comfortable using the machine, we can take a card payment a different way
- If we can arrange future appointments we will do this at your visit or afterwards by a phone call or video chat system
- If you show Covid 19 symptoms following appointment booking or after having treatment, you should contact the practice by phone immediately

After your appointment:

- We will contact you to make sure you have had no problems after your visit
- If we did not take payment at your visit, we will arrange to do it now
- If we did not arrange any further appointments, we will book them for you now

Please do not arrive without an appointment. We are not allowed to let you in whatever the circumstances