

Alverna House dental Practice Patient journey

Patient Information Sheet

Patient Instructions to comply with guidance and ensure safety to patients and staff

1 The building will be locked at all times so please make contact via phone or internet

2 There will not be temperature screening of all patients and staff as guidance states this to be unreliable.

3 Patients must bring an up to date written list of medication

4 Patients are advised to attend with their own face coverings if using public transport.

5 Patients are advised to make payments or confirm exemption over the phone before arrival.

6 In house appointment - let us know when you have arrived wait in the car or outside until we call you in. You must be unaccompanied unless you require a parent or carer and please bring the minimal amount of belongings with you.

7 Enter the clinic to our sterilisation point, staff will give you hand sanitizer and a tissue incase you feel the need to cough or sneeze during your visit.

8 In the treatment room you may be asked to wash your hands and rinse your mouth before treatment for 20 seconds. By the way the dentist and staff will be wearing PPE please do not freak out

9 Before you leave the treatment room there will be another hand sanitizer for you to use

10 When you leave the clinic we will disinfect and sterilize the surgeries for up to 1 hour.

11. Patients advised to shower and also machine wash clothes immediately on returning home