



## Your new patient experience at our clinic:

As we finally begin to move towards emerging from lockdown you will be noticing that many of your regular daily activities and tasks will have been tweaked to varying degrees to allow for the current COVID-19 pandemic. We have worked hard to modify your journey through our clinic in order to provide a safe and comfortable environment for you.



## Your next dental visit:

We are looking forward to welcoming you back to the clinic and ahead of your visit we appreciate you may have questions for us. We have always maintained very strict hygiene measures and with the current pandemic we have now had to add further steps to our protocols, with the sole purpose of keeping you and our team safe and protected.

**Please read the information below in full ahead of booking your next appointment with us.**

### The main aims are to help you:

Minimise your number of visits to the clinic by being as efficient as possible at every visit and providing video consultations for any elements of your care that can be completed effectively without the need for you to travel to the clinic.

Achieve a contactless visit wherever possible by processing your paperwork and payment digitally prior to your appointment

Spacing out your visits to reduce your cross over with other patients attending the clinic for appointments

## Before your appointment

To ensure that you have all the information easily to hand, we will send you all the key information before your appointment - including what treatment you will be having, the cost of your treatment and, what to do when you arrive.

You will be sent a digital version of the medical history form which **must be completed and returned to us by at least 48 hours before your appointment**. This pre-screening process is a legal requirement so please do help us by completing your form in a timely manner. Once we receive this from you we will call you to discuss your appointment and the exact procedure due to be carried out. Wherever possible we are aiming for a contactless process for you at the clinic so we will be sending you an estimate and consent forms for your appointment which can be signed digitally and returned to us, and we will offer you the opportunity to pay in advance either over the phone/ via bank transfer or digital payment link.

## On the day of your appointment

Please attend wearing a mask or face covering. Before you depart for the practice, we ask that where possible, you have already visited the lavatory, have ensured that you are hydrated and already brushed your teeth. It is important that you do not bring a large number of things into the practice with you, so please ensure you only bring necessary items with you.

Please aim to arrive on time. Sadly we are not currently able to provide tea/ coffee/ water facilities and there is very limited access to the waiting room. This is for your own safety while we endeavour to help you maintain social distancing.

When you arrive, please send an email to: [info@smilesbyjasmine.com](mailto:info@smilesbyjasmine.com) to let our team know that you have arrived. In order to maintain social distancing at the practice we are limiting access to the waiting room so please either stay in your car or outside of the practice (whilst maintaining good social distancing protocol) if you have arrived on foot.

To minimise risk, please ensure you attend your appointment alone unless you require assistance or are supporting a child or someone vulnerable. We are encouraging card payments only so where possible, please do not arrive with cash.

## Entering the practice

When it is time for your appointment, one of our team will call you to invite you to approach the practice. Please let us know if you do not have a mobile phone beforehand and we will make alternative arrangements. Once you enter the practice, one of our trained colleagues will take your temperature to ensure you do not have a fever and invite you in if your temperature is safely below 37.5 degrees centigrade. Unfortunately, if you are above 37.5 degrees, we will have to rearrange your appointment for the safety of all those in practice.

Once you have been invited into the practice, you will be asked to sanitise your hands. If you are not wearing a mask you will be given one and shown how to place it correctly.

You will then be invited to go straight upstairs to the surgery for your appointment





## Your treatment

As you enter the treatment room, you will be asked to place any loose belongings like your coat or bag in a box. Upon entering the treatment room we may also take your temperature again just to double check this is below 37.5 degrees.

You will be asked to wash your hands.

Depending on the type of treatment you are due to have we may be wearing extra

Personal Protective Equipment (PPE) when you attend. This is simply to ensure we are keeping you and ourselves safe. Please rest assured we are as committed as ever to providing you with a pleasant and gentle dental experience so don't let any of our new PPE put you off. We may not be able to shake your hand at the moment and you may not be able to see us smiling behind our masks but rest assured we will be smiling as always and we are very excited to welcome you back to the clinic.

Naturally we are also ensuring that each treatment room is carefully cleaned and disinfected after each patient. You will be asked to wash your hands and to place your mask into a plastic bag.

Once you are in the dental chair you will be asked to remove your mask (which will be placed inside a bag for you) and you will be given a pre-treatment antibacterial and antiviral mouth rinse.

You will have the opportunity to discuss your treatment with us during your visit and we remain completely focussed on providing you with the very best care in a gentle manner

## After your appointment

When your treatment is complete, you will be asked to replace your face mask, wash your hands and collect your belongings from the box by the entrance to the treatment room door.

If you have not already done so you will be asked to pay at reception.

We then encourage you to use the hand sanitiser one more time before you leave the clinic.

In most cases we will generally contact you by telephone or email after your visit to schedule any further appointments you require.

We are taking every precaution to help you feel safe when visiting us at the clinic.

We appreciate that the changes may feel unusual initially while you get used to the new ways but we are confident that you will still be able to enjoy your dental visits and we are very excited to be able to see you again.

If you have any questions at all regarding our new practice experience, please do not hesitate to contact us.