

14/09/2020

True Dentistry Operating Procedures in the Covid-19 Pandemic

True Dentistry has successfully reopened its doors to patients and has been operating Covid Safely since the end of June 2020.

During the Coronavirus Pandemic, we have amended our Practice Protocols for the safety of patients and staff to minimise the amount of time spent in the Practice and contacting each other.

The text below details most of the changes you will expect and see on your appointment at the Practice.

Pre Appointment

- We will contact you to update your contact details and to check all addresses, phone numbers and email address are current and up to date.
- If you have travelled abroad in the last 14 days, please contact the Practice prior to attending to discuss the safety of your visit
- **Medical Histories will be updated remotely via email link, 24 hours before your appointment. If you have not received your email, please check your Junk/Spam Folder**
- This has been verified as a secure portal by our software provider and is GDPR compliant. Once you have updated this, you will be asked to confirm everything is correct. Please note, you will NOT be able to amend your answers once you have submitted them and the link can only be used once.

On the Day of the Appointment

- Please eat and drink before you come to the appointment
- Please brush your teeth before you attend, as the patient bathrooms will not be available
- Please use the bathroom at home before you attend
- Please attend with a fully charged mobile phone
- Please wear a face mask/covering at all times. You will only need to remove it when directed to do so by the dentist or the hygienist.
- Please attend by yourself if possible. If you are being driven to the Practice, only you will be allowed access to the Practice. Our Waiting Room and toilet facilities have all been closed off during the Pandemic for cross-infection purposes.
 - Please do not arrive too early as you will not be allowed into the building
- Please park considerately in the car park, being mindful not to block other cars in
- The Practice will be operating a one-way system, with the entrance being from the car park at the back of the building, with the exit being towards the front door of the building.
- When we are ready to bring you into the Practice, we will come out to the car park and escort you in. It is advisable to leave all unnecessary items at home, or to be left in the car with your chaperone for safekeeping and to minimise bringing any potential pathogens into the Practice.
- When you enter the Practice, your temperature will be taken and noted down.
 - If it is above 37.8c, you will be advised of this and your appointment will be cancelled immediately
- If you feel unwell before you attend, please **DO NOT ATTEND THE PRACTICE**. Call us and we will rearrange the appointment.
- You will be offered hand sanitiser and shown how to rub this into your hands.
- If you have any loose items, these will need to be deposited into a clear plastic box which will be brought around the Practice with you.

- You will then be escorted directly into the surgery your appointment is to be held in, and your belongings will be kept at the front door to the surgery.
- Please note the floor markings and adhere to social distancing rules

After your Appointment

- Once the appointment is completed, you will be asked to wear your face mask/covering and you will be offered hand sanitiser.
- Upon exiting the surgery, you will need to go to Reception and complete any transactions, or book further appointments as necessary.
 - Please note, contactless payment methods are preferred, such as contactless bank cards or Apple Pay and Google Pay.
 - Please note, cheques are no longer accepted
- Invoices and Treatment Plans will be sent via email to minimise handling paperwork
- Once everything is completed, you can collect your belongings and exit from the Front Door
- Because of the nature of Covid-19 transmission, we may ask you vacate the Reception area as quickly as possible if another patient either needs to enter the Practice or needs to be seen at Reception.

We hope that your visit is safe and straight forwards with us. If there is anything you do not understand, or need more information on, please get in touch with us via the following methods:

- Telephone – 01204 373 555
- Email – info@truedentistry.co.uk
- Social Media
 - Facebook (True Dentistry Bolton)
 - Instagram (@truedentistrybolton)
 - WhatsApp (01204373555)

Kind Regards,

Dr Morar and the Team at True Dentistry