

RIVERSIDE DENTAL



COVID –19 Patient Journey

MAKING AN APPOINTMENT



- We are currently only seeing patients with a Dental Emergency in accordance with the current guidelines
- Please contact the practice on 01270 627544 or email us on reception@nantwich-dentist.co.uk
- We will triage your problem with the help of your dental records

TRIAGE



- If an appointment is required, we will email or post a pack containing a COVID 19 medical questionnaire, consent form and information regarding your visit
- Prior to authorising an appointment you will need to return the completed forms for a dentist to perform a health risk assessment
- We will be unable to examine you if you have not returned the assessment forms prior to your appointment
- Please read the information pack carefully and contact us if you have any queries

DAY OF THE APPOINTMENT



- Before you leave for your appointment please ensure that you have visited the bathroom and have brushed your teeth. Bring your own water if needed
- Please avoid bringing unnecessary personal belongings if possible – all coats and bags will be kept in a secure box during your visit
- We will not be taking any cash payments, so please bring a credit/debit card if required
- If you are feeling unwell please do not attend

ARRIVING AT THE PRACTICE



- We request that you arrive **NO** more than 5 minutes prior to the appointment to the **BACK** entrance of the practice
- Please do not bring anyone with you unless you are accompanying a child, vulnerable adult or those with mobility issues
- We kindly request that you wait outside prior to being called by a member of staff who will be wearing appropriate PPE
- Social Distancing measures will be in place
- We will take your temperature with a digital thermometer prior to entry

ENTERING THE PRACTICE



- Your COVID-19 risk assessment will be checked to ensure that there are no changes
- Any patient with signs of symptoms of COVID-19 will be advised to return home immediately and contact NHS 111
- You will be provided with antiseptic hand gel and any personal belongings will be stored securely in a disinfected box
- You will then be escorted to the surgery by a member of staff

TREATMENT ROOM



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- Your dentist and assistant will be wearing PPE in accordance with the current guidelines
 - The level of PPE relates to the type of procedure being undertaken
 - Any Aerosol Generating Procedures(water producing drills/scalers) will require additional PPE
 - In order to provide your assessment and treatment we cannot adhere to social distancing recommendations
 - After your appointment, the room will be cleaned and disinfected

LEAVING THE PRACTICE



- You will need to collect your belongings from the storage box
- A member of staff will direct you to the exit via the reception
- You will be required to use the antiseptic hand gel at reception prior to leaving
- You may need to make another appointment/payment at reception – we request that you use a credit/debit card
- A member of staff will open the door for you
- If you develop any signs or symptoms of COVID-19 in the following 14 days please contact the practice immediately