



## **APPOINTMENT PROTOCOL**

**Due to Covid-19 and restrictions in place for us as dental professionals we are currently extremely busy with long waiting lists. We are a high risk environment that uses aerosols, aerosols contain blood and saliva. When we use a dental drill we are instructed by government to let the aerosol in the room fallow (settle) for one hour before staff are aloud to go back in. This means we can only see a few patients a day for treatment and staff need breaks from the respirators we are having to wear between each patient to help prevent migraines and chest pains. We currently can only accommodate one dentist to do treatments so she can rotate our rooms to see as many patients as she can – this means we can not accommodate a hygienist.**

**Face to face check ups for those *not aware of any dental problems* are on hold until further notice**

The practice is currently open but we are not operating as normal.

Due to the high risk nature of our job and the environment we work in which includes aerosols, we will be doing check ups by telephone only and you will not be charged for this. The current protocol for check ups is: if after your telephone consultation with the dentist she wants to see you for a check up then reception will call you back to book a face to face appointment this will be chargeable as per the NHS banding system.

Whilst we realize this is frustrating for some, please be polite to reception staff when asking for more information regarding this, they are instructed to follow guidelines and this is the protocol that must be followed right now.

If you have a dental issue that you need checked then we can book you in for a face to face appointment –wait times are approx. 4 weeks.

If you have a dental emergency which is classified as extreme pain that will not ease, facial swelling or bleeding that will not stop and we are unable to accommodate you then you will be asked to dial 111

## **Hygienist**

The dentist must use all three rooms and rotate them in order to see patients for treatments – this must take priority. We can however book private cleans with the dentist on call for £70.00 – please ask reception for details.

## **Appointment times**

As we always do, we will try to accommodate your request for certain times as best we can. Please bear in mind that right now appointments are very limited and we may need you to be more flexible.

## **Protocol**

The door will be locked when you arrive for your appointment – please arrive at your appointment time in case it is raining and wait for us outside. You do not need to knock we know you are waiting and will come for you when the patient inside has left.

Please come wearing a mask, we request you wear a mask even in the surgery when speaking with the dentist at a distance of 2 metres. When she is ready to look inside your mouth you can remove the mask. We ask when you move from the dental chair you put the mask back on before you speak, and wear it until you leave the building.

Please come alone, if you require a chaperone on medical grounds please let us know so we can accommodate you.

Your temperature will be taken on arrival, sometimes if it is warm outside or you have walked you might appear to have a temperature when in fact you do not. In this instance we will ask you to stand in the shade and re-test you again 10 minutes later – please do not be offended if we ask to re-test you, its for the safety of everyone including yourself.

You will be asked to wash or sanitise your hands on arrival and then be escorted to reception where we ask you to sign consent forms before taking you into the surgery to see the dentist.

Please bring a list of any current medication you take

In order to keep staff and patients safe it is important that each patient is audited for Covid-19 the day before or the day of their appointment.

You will be asked the following -

- Do you or anyone in your house have any Covid or flu like symptoms currently or in the last 7 days?
- Have you or anyone in your house testing positive for Covid in the last 14 days?
- Are you waiting for Covid test results to come back from either a home kit or from a test centre?
- Are you on the vulnerable list with any health conditions that increase your risk of complications arising from Covid? If no are you shielding anyone in the house that does?
- Have you been notified by the NHS track and trace that you have come in contact with anyone with Covid?

### **Informing you of any risk**

If a member of staff falls ill with Covid-19 symptoms within two weeks of your visit, you will be notified by us immediately and advised what to do next.

Please ensure that you also notify us if you fall ill with Covid-19 symptoms within two weeks of visiting the practice.

Thank you and stay safe  
Blackfen Dental care

