



APPOINTMENT PROTOCOL 2021

WE ARE OPEN FOR URGENT AND ALL ROUTINE CARE

When you call the practice, we do sometimes have members of staff manning the phones from home. This could mean during peak times the number will be engaged or you get the voicemail. Please leave a message and someone will call you back within 30 minutes. Alternatively you can email us at blackfen.dentalcare@nhs.net this email is manned constantly throughout the day so if you have trouble contacting us by phone please email us and we will get back to you straight away.

When you call to book an appointment we will run through our protocol with you, give you some information and ask you some questions. One of the first things that will be explained to you is that although we are open for face to face appointments we are operating very differently. At present we must keep aerosol (dental drill) appointments separate to non-aerosol appointments in order to keep everyone as safe as we can.

Aerosols are created during procedures that require a dental drill and include things like crown preparations, fillings, a clean and polish, and endodontic treatment.

Check up with no clean and polish due to exposure of aerosol

Although we appreciate our patients like to have their teeth cleaned as part of their check up, it is extremely important that even though we can not offer this right now, we still check your oral health. When you have a check up, we ensure you have no dental decay, that the soft tissues in your mouth are healthy and you show no sign of oral cancer. We encourage all patients to keep to their recall, but please bear in mind, those that **clinically** need a clean will need to come back on a separate day where we don different PPE including respirator masks.

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 more limited and we may ask you to be more flexible. Appointments are now subject to change at short notice.

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
Stay Safe
Blackfen Dental Care