



# Caversham Heights Dental Practice

High quality dentistry for all the family

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## **Advice For Patients Attending CHDP During The COVID-19 Pandemic – July 2021 onwards**

- If your answer to any of the COVID-19 screening questions changes from a no to a yes, please do NOT attend the practice. Please contact us and we will do our best to help you remotely (see the end of this letter for the standard COVID questions).
- If you develop COVID-19 symptoms, or have a positive COVID-19 test result, in the two weeks after attending the practice please inform us immediately. This will allow us to contact anyone you may have come into contact with whilst at the practice.
- Please complete your medical history before you attend the practice using the link you will be sent.
- When you next see us we may be wearing more personal protective equipment (PPE) than you are used to seeing us wearing, I promise we are all still the same people underneath!
- Please bring a face covering with you and wear it from when you arrive at the practice until the dentist is ready to examine your mouth. If you don't have one you can purchase one from us for a £1 donation to charity.
- Please could you use the lavatory and brush your teeth before visiting us as we are trying to reduce the footfall to extended places around the practice.
- Please only attend at your appointment time and do not come early so we don't have more people in the practice than is safe.
- The front door will be locked when you arrive, please use the link you will be sent the night before (by text) to let us know you are here (don't forget your mobile phone!). Or ring us once you arrive if your phone doesn't support the link.
- We are only accepting credit and debit cards to decrease the amount of contact we have with our patients and that you have with the team, this terminal is wiped down after each use. In some cases, we may need to take payment over the phone either before or after your appointment.
- Where possible please come alone to your appointment, this is to avoid any unnecessary people in the practice (only one adult per child please).
- Please only bring minimal belongings into the practice e.g. car keys, wallet and phone. Please leave everything else in your car or at home.
- If you are having treatment over the Winter, please be aware that the surgery will be colder than usual as we are using a fan extraction system to increase air changes in the surgery. We would advise extra layers or to keep your coat on.
- During your appointment we would ask you to use a tissue if you need to cough or sneeze and we will dispose of it straight away.



- At your appointment time you will be met by a team member wearing appropriate PPE who will:
  - Check your medical history hasn't changed.
  - Ask if your answers are still the same to the COVID-19 screening questions.
- You will be asked to use the hand sanitiser in the lobby.
- In some cases, we will ask for contactless payment before you receive your dental treatment, this is to allow you to leave the practice promptly after your appointment.
- If your dentist or hygienist is ready for you, you will be escorted directly into the surgery. If a little longer is required to clean the surgery you may be directed to a seat in reception.
- If you bring personal belongings with you, will be asked to place them in a box inside the surgery (this will be disinfected after every use).
- Once in the surgery please keep your face mask on until the dentist asks you to remove it, then keep hold of it so you can put it back on at the end of your appointment.
- At the end of treatment, you will be asked to use the hand sanitiser in the surgery and collect your belongings before we walk you to the front door.

**COVID 19 screening questions:**

1. Are you waiting for a COVID19 test or result?
2. Have you tested positive for COVID19 in the last 7 days?
3. Do you have any of the following symptoms:
  - a. new continuous cough?
  - b. high temperature or fever?
  - c. loss of, or change in, sense of smell or taste?
4. Do you live with someone who has either tested positive for COVID19 or had symptoms of COVID19 in the last 14 days?