



Advice for Patients attending Cape House Dental Practice

The whole team at Cape House Dental Practice are working hard to ensure that your visit to the dental practice will be a pleasant, effective, and most importantly a safe experience. Many of the procedures and protocols that were routinely part of safe delivery of dental care are already well developed and practiced at Cape House Dental Practice. With the COVID19 pandemic we have upgraded many of these routines to ensure that we are offering you treatment in safe dental environments. The risk of virus particle contamination is managed carefully in all areas of the building and clinic room.

We are keen to prepare our clinic prior to your visit as much as possible in order to limit the time you spend in the practice and to allow us to manage your dental problem efficiently and effectively while you are with us. We will endeavour to manage as much pre-visit admin and consultation with you over the phone and by email to streamline your actual onsite visit.

Your appointments at the dentist will feel very different to previous appointments but please bear with us as this is all for your safety.

Please look at the following guidance that will help us look after you during your visit.

- **If you are unwell for any reason it is better to not come to the Dental Practice.** If you suspect you have symptoms of COVID 19 please stay at home and follow NHS guidance.
- Please prepare your-self at home to have freshly scrubbed teeth using your usual oral hygiene measures. We want to avoid a last minute clean up in the practice facilities.
- **Please remember to send your completed paperwork by e-mail** (prior to your appointment) if you have been asked to complete some admin such as, your medical history questionnaire (all parts completed and full list of all medications recorded), your consent forms or signed treatment plans.
- Please remember to bring your **plastic payment card and own pen.**
- Please **DO NOT bring unnecessary items with you.** Only bring essential items with you.
- The front door will be kept locked and we will only allow one patient in at a time.
- On arrival, please call the practice on 0208 903 6971 and check in with reception. If you arrive by car, please wait in your car until called in by your dentist. If you

arrive by taxi, by foot or bike please be ready to wait outside, maintaining social distancing.

- **With the exception of children and patients with carers, please come alone to your appointment. Only one consenting adult will be able to escort a child.** A face covering must be worn by anyone escorting a child or vulnerable adult into the building. This cannot be provided by the practice due to PPE shortages. All our PPE will be needed to treat our patients and protect staff and patients.
- As you are invited into the building the nurse will open the front door for you and will offer you a hand gel rub at reception. Receptionists are there to help you and are now behind a screen to protect their work environment.
- **Please note that the toilet facilities will not be in use for patients** unless in an emergency. We recommend that you should use the toilet facilities before you attend your appointment to allow you to leave the building as soon as possible after your treatment session.
- Many of us looking after you will also be wearing various levels of PPE but we are all likely to be wearing a mask as we greet you. This is because we will be closer than 2 m
- We will invite you into the dental surgery that will have been prepared to you to be a safe environment. Your dentist and dental nurse will be wearing PPE with some extra layers being used as we start to do our dentistry for you.
- Unlike your previous appointments, due to current circumstances we cannot allow you to use mouthwash or spit.
- We will ask you to go to reception to make another appointment if required and of course to pay the bill. Please be prepared to use your plastic payment card as the payment machine is offered to you through the screen by the receptionist. Cheques and cash introduce extra levels of contamination risk that we are keen to avoid.
- In many cases we will request that we make further appointments for you over the phone later in the day or the next day. Often treatment plans will be presented by email or in the post with discussion and scheduling done by phone in order to keep our building as socially distanced as possible during the working day.
- All your treatments will be planned carefully and will be managed in a cool calm and COVID19 safe environment. There will be extra expense related to PPE and extended appointment times for some treatments. Your up to date treatment plan will have these costs detailed within it.
- Many thanks for working with us as we manage your dentistry in these tricky times.