

Covid 19 Pre Appointment Information

The whole team at the White Cottage Dental Practice are working hard to ensure that your visit to the practice will be a pleasant, effective and above all 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 the White Cottage.

With the Covid-19 pandemic we have upgraded many of these routines to ensure that we are offering you, other patients and our staff the safest possible environment.

In order to help us make your visit as safe as possible for everyone please adhere to the following guidance:

Before your appointment

Do not come to the practice if:

- You have a temperature above 37.8
- You have a new persistent cough
- Your sense of smell or taste has been affected
- You have returned from abroad and are currently in quarantine
- You have tested positive for Corona virus in the last 7 days or are waiting for a result
- Any member of your family has had any corona virus symptoms for last 14 days
- You have been contacted by Test and Trace in the last 14 days or have received an alert from the NHS App

At home

- Please ensure you have filled in the online medical history form
- Please clean your teeth for 2 minutes with toothpaste
- Please go to the toilet at home as facilities are restricted at the practice
- Wash your hands for at least 20 seconds
- Please bring a mask (non-valved)

On arrival

- Please arrive on time. **DO NOT COME EARLY** as you may not be allowed in to the practice. Our waiting rooms will not be in use except for in exceptional circumstances
- Please attend **alone** (unless you are a child or need a carer)
- If possible please avoid bringing any shopping/large bags
- Please use the **side door** (on the driveway to the right of the practice) and ring the bell

- You will be met by a member of staff who will give you hand sanitiser to use and offer you a disposable mask (if you do not have one)
- We will take your temperature and confirm the Covid-19 screening questions
- You will then be accompanied by a staff member straight to the surgery.

In the surgery

- We will ask you to pre-rinse with a mouthwash before the dentist looks at you.
- You will be asked to use hand sanitiser again on leaving the surgery

In Reception

- We will endeavor to avoid you meeting another patient in the reception area however if you do please ensure that you remain at least 2 metres apart.
- Please pay only with a debit/credit card or by BACS (**no cash or cheques**)
- Please be aware that there may be some extra expense related to extended appointment times for some treatments (this will not apply for our Careplan patients) and this will be detailed on your estimate.
- Further appointments may be arranged by phone later in the day to maintain social distancing in the reception area if necessary

Leaving the practice

- Please use hand sanitiser before leaving via the **front door**

Thank you for your help during this challenging time