



YOUR NEW PATIENT JOURNEY

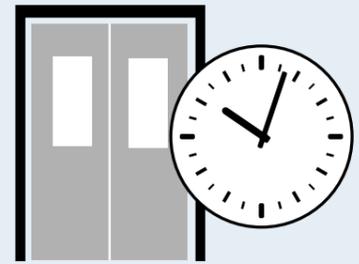
1



Two days before your appointment, you will be contacted and asked a series of health questions to see if you may have symptoms of Covid-19 or whether you are especially at risk of the infection.

2

DENTAL PRACTICE



To maintain social distancing, the practice doors will be kept locked. When we are ready to see you, the practice will call you. Please be ready to enter at your appointment time and, if possible, come alone.

3

WELCOME



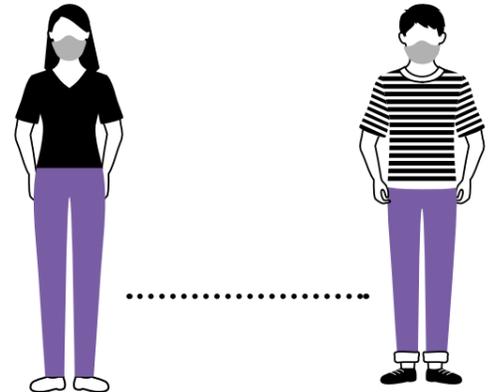
You will be welcomed into the practice by one of the nurses and asked to put on a facemask (we will provide this for you) and asked to use sanitising hand rub.

4



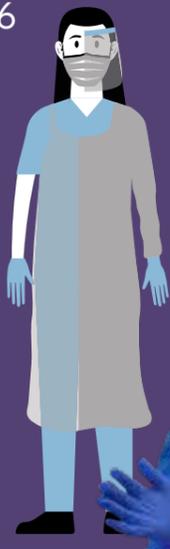
You will then be directed to our screening station where your temperature will be checked using a no-touch infrared thermometer and you will be asked the health questions again.

5



You may be asked to wait for a short time in the waiting room. Please follow social distancing directions.

6



You will then be invited into the surgery. You may see that the dentist and nurses may be wearing additional Personal Protective Equipment (PPE) for your and their protection.

7



Before treatment, you will be asked to gargle and rinse your mouth with anti-viral mouthwash.

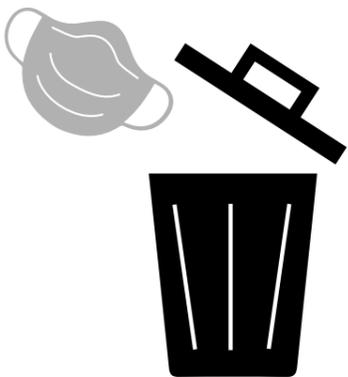
8

RECEPTION



After your treatment, you will be directed to the reception, where we now have protective shields in place. If possible, please pay by card.

9



You will be shown where to dispose of your mask and will be asked to sanitize your hands before leaving the practice.

10



We are trying to make the experience in our practice as contactless as possible. Treatment plans, receipts etc. will, therefore, be emailed to you, rather than being printed at the practice.

11



We are going to be increasing our use of video conferencing and may ask if we can keep in touch with you in this way.



A video of this journey in our practice is on our website www.southcoastdental.co.uk

KEEPING YOU SAFE WHILE KEEPING YOU ORALLY HEALTHY



All of our surgeries undergo a thorough decontamination process after every patient and our waiting and reception areas, toilets and other public areas are regularly cleaned during the day.