



PARKWAY DENTAL SURGERY

We are looking forward to seeing you for your appointment.

The Practice is now open, currently we are operating a 'closed door' policy while we see our Lockdown Emergency patients and prepare to return to routine dentistry. Nobody can enter the building without an appointment arranged by telephone first.

The purpose of these instructions is to explain what to expect when you come for your appointment.

You will have been contacted by one of the team to complete a Pre-Appointment Questionnaire by telephone before your appointment. If the answers to the questionnaire change at any time before your appointment contact the Practice immediately.

The questions will be asked again when you arrive for your appointment at which point you will be asked to sign to confirm your answers and consent to receiving treatment during the Covid-19 pandemic.

On the day of your appointment please take note of the following:

1. On arrival, you will need to call us. On this occasion **ONLY** the **temporary number** is: 01707 802840. Please do not arrive early for your appointment.

PLEASE NOTE: this telephone number is for door access only and is not being answered by reception staff who should be contacted in the normal way on our main reception number - 01707 322909

2. You should use the toilet before leaving home, the toilet in the building is for emergency use only
3. Please clean your teeth thoroughly before leaving home then avoid all food and drinks until after your appointment
4. Where possible you should attend your appointment alone
5. Please minimise any belongings brought into the building by either leaving them in the car or at home. If you do bring personal belongings with you, they will be placed in a plastic box while you are in the building.
6. Please bring your own face covering and wear it at all times in the Practice until instructed to remove by your clinician
7. Your temperature will be taken when you arrive at the Practice and you will be asked to use alcohol hand rub on arrival and before leaving the Practice.



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8. We ask you to try not to touch anything while you are in the building
9. The levels of PPE worn by the team may be off putting. Please do not be alarmed, this is for your safety as well as for the safety of the team and other patients.
10. Once in the surgery you will be directed to sit in the dental chair at which point things will proceed more normally!
11. At the end of your appointment you will replace your face covering, collect your belongings and follow the one-way system back to reception to book your next appointments.
12. All payments must be made by card on the day. The Practice will no longer accept cash or cheques

Please contact the Practice if you test positive for Covid-19 in the 14 days after your appointment.