



**BASSETT**  
DENTAL & AESTHETICS

# COVID-19 GUIDANCE & PROTOCOL

## WHAT TO EXPECT ON YOUR APPOINTMENT

### PLEASE READ CAREFULLY



#### **BEFORE YOUR APPOINTMENT:**

- We will send you key information regarding your appointment.
- We will ask you fill out forms and send these back to us including a new medical history form.
- You will be asked questions surrounding COVID 19
- We may organise a video consultation if necessary.



#### **ON THE DAY OF YOUR APPOINTMENT:**

- If you have any symptoms for COVID 19/ have been in contact with or have anyone in your household with symptoms you must call the practice.
- Before leaving for your appointment please ensure you have had something to eat, visited the lavatory and brushed your teeth.
- Please do not bring non essential items with you (including shopping bags) and in particular avoid bringing valuables.
- Please call the practice when you arrive and remain in your car, or outside the practice.



#### **AT YOUR APPOINTMENT:**

- We will call you when we are ready for you to enter the practice
- On entry you will be asked to sanitise your hands
- There will be no patients in the waiting room, and you will be guided straight into the treatment room.
- Please do not approach our receptionists on the desk and follow social distancing markings at all times.



#### **DURING YOUR APPOINTMENT**

- Before you enter the room you will be asked to leave your coat/bag in a box provided.
- Please do not be alarmed by our staff who will be wearing extra PPE gear.
- You will be asked to sit directly in the chair without touching any other areas of the room.
- Depending on the procedure you may be asked to use a mouthwash for 1 minute.
- At the end of your appointment any instructions will be given verbally and you will be asked to wash your hands before leaving the surgery.



#### **AFTER YOUR APPOINTMENT**

- You will be asked to take your belongings from the box and exit the practice
- Any important instructions will be sent to you via email
- You will receive a follow up phone call later in the day to answer any questions, make any further appointments and take any outstanding payment

#### **ADDITIONAL INFORMATION**

- Payment - we may ask to take payment BEFORE your appointment over the phone, OR after the appointment if there is a remaining balance. If we are unable to do this, we will only be able to accept card payments at present.
- These measures are in place to ensure safety of our patients and team
- Our practice door will be locked with entry for patients who have pre booked appointments.
- Please ensure you adhere to social distancing when moving through the practice.
- Please visit our website for more information - [www.bassettdental.co.uk](http://www.bassettdental.co.uk)
- Please follow us on Facebook and Instagram for further updates