

Things to know about your visit

Infection control has always been a top priority. Our practice follows stringent standards of infection control so that when you receive care, it is both safe and comfortable. We are now focusing on new practice protocols in order to operate a safe and efficient dental practice for all our patients, our staff and our wider community following the COVID-19 crisis.

You will note some changes when it is time for your next appointment. We are making these changes and revising our protocols to help protect you, our patients, and our team.

Before you arrive at the practice, we will ask you to:

- Thoroughly brush your teeth just before leaving your home
- Wash your hands for 20 seconds before leaving your home
- Complete a pre-appointment screening process (Included with your medical history)
- Come to your appointment alone, unless a carer or guardian is required

When at the practice, we will ask you to:

- Arrive a few minutes before your appointment time and wait in the car or stand close to the entrance
- Phone us to let us know you have arrived
- Remain in your vehicle until advised to come to the door, we will escort you into the practice
- Use hand sanitizer when you arrive
- Allow us to take your temperature
- Complete a screening process questionnaire
- Place your coat, bag and any items which may fall out of pockets into a storage box

To ensure a safe environment, we will:

- Avoid use of the reception desk
- Clearly mark out respecting social distance recommendations
- Manage appointments to allow for social distancing between patients
- Escort you directly to and from the surgery.
- Set up a daily health screening checkpoint and log for the screening of all staff entering the workplace
- Minimise staff interaction
- Equip our dental staff with additional PPE when in surgery
- Decontaminate the surgery between each patient to ensure a safe virus-free environment
- Decontaminate communal areas prior to practice opening, at lunchtime and at the end of the day
- Use video and phone consultations whenever possible
- Remove newspapers and magazines from the waiting room

As and when we hear advice from our professional governing bodies, we will keep you updated.

Regardless of whether we are open or closed, you can still contact us.

We are available via email 7-days a week regarding any dental problems or concerns you may have during this outbreak. We will be able to offer advice, prescribe pain relief and antibiotics should your symptoms meet certain criteria. For dental problems we are unable to manage, we have access to refer patients to the COVID-19 dental emergency Hub network.

You can email us directly on reception@kingsgatedental.co.uk or telephone the practice on **0191 384 7782**. We look forward to seeing you again and are happy to answer any questions you may have about the steps we are implementing to keep you, and every patient, safe in our practice.