

# Lyndhurst Dental

## Advice for Patients attending for Appointments

We at Lyndhurst have been working extremely hard to ensure that your visit to the dental practice will be a pleasant, effective, and most importantly a 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 Lyndhurst. With the COVID19 pandemic we have significantly upgraded many of these routines to ensure that we are offering you the latest in safe dental environments. The risk of virus particle contamination is managed carefully in all areas of the building, especially in the surgeries.

We are keen to prepare our premises prior to your visit as much as possible in order to limit the time you spend in the practice and to allow us to manage your dental problem efficiently and effectively while you are with us. We will endeavour to manage as much pre-visit admin and consultation with you over the phone to streamline your actual onsite visit.

Please look at the following Lyndhurst Dental guidance that will help us look after you during your visit.

- If you are unwell for any reason it is better that you do not come to the Dental Practice. If you suspect you have symptoms of COVID 19 please stay at home and follow NHS guidance, and inform us as soon as possible.
- Please prepare yourself at home, having cleaned your teeth thoroughly using your usual oral hygiene measures.
- Please remember to bring your paperwork if you have been asked to do so.
- Please do not forget to bring reading glasses if you need them.
- Please remember to bring your plastic payment card.
- We want to keep the waiting area in reception as clear as possible. If you arrive by car, please be ready to wait in your car until your exact appointment time; then please enter the building. If you arrive by taxi, by foot or bike please arrive on time for your appointment. If you arrive early, please wait under the canopy outside until your appointment time.
- If you arrive late for your appointment, it is almost certain that we shall be unable to see you.
- Please do not bring anyone with you into the building if this can be avoided. Of course we are ready to receive parents of small children and carers but please plan to keep siblings and other family and friends out of the building.
- Please try to arrive cool and calm. Please don't run or race your bike to your appointment as your body temperature will be raised and you would appear feverish.
- We will use an infra-red thermometer to measure your body temperature on arrival. If you are feverish we will ask you to reschedule your appointment.
- Please bring a facemask and put on when entering the building. You will be offered a hand gel rub at reception. Receptionists are there to help you and are now behind a screen to protect their work environment.
- Please use your own toilet facilities prior to your visit to the practice. Our facilities will only be available in emergency situations.
- Many of us looking after you will also be wearing various levels of PPE but we are all likely to be wearing a mask/visor as we greet you.

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- We will invite you into the dental surgery that will have been prepared to you to be a safe environment. Your dentist and dental nurse will be wearing PPE with some extra layers being used in certain situations.
- After our initial discussion with masks/visors on we will ask to take your mask off and use a pre-treatment mouthwash.
- Your dental appointment will be as normal except that the room may be cool for you as we have fresh air and filtered air circulating in the room. Please come prepared to keep yourself warm with an extra layer and covered legs. You may be offered an extra-large dental bib that covers you aiming to minimise contamination of your clothing with droplets from our mouth.
- The air filters could add a bit of background noise to the room and your dentists and nurse will sound a bit funny speaking in certain types of mask.
- At the end of your procedure you can have the usual mouthwash but with the minimum of splutter please. Please put your facemask back on before leaving the room.
- We will ask you to go to reception to pay the bill if you have not already pre-paid. Please be prepared to use your plastic payment card as the payment machine is offered to you to the side of the screen by the receptionist. Cheques and cash introduce extra levels of contamination risk that we are keen to avoid. Please put on one glove in order to place your card in the machine and to enter your PIN. Then dispose of your glove in the foot-operated bin provided.
- In many cases we will make further appointments for you over the phone at a later date.
- All your treatments will be planned carefully and will be managed in a cool calm and COVID19 safe environment. There will be extra expense related to PPE and extended appointment times for some treatments.
- We will not be charging additional PPE costs to Plan patients in the short term.
- At Lyndhurst we are determined that your experiences under our care continue to be effective, reassuring and confidence-building while we offer you detailed attention as comfortably and safely as possible.
- Many thanks for working with us as we manage your dental care in these tricky times. We appreciate your patience.