



Our new patient journey: January 2021

The whole team at Imogen Dental are persistently working hard to ensure that your visit to the dental practice will be a pleasant, efficient, and most importantly a safe experience during this COVID-19 period.

Due to the COVID-19 pandemic we have upgraded many of our current routines to ensure that we are offering you dental care in a safe environment. Imogen Dental will carry on following the new enhanced procedures, protocols, and policies. The new changes have been made to keep you, our team, and families safe.

COVID-19 & Dentistry

The UK Government has set five different risk levels for the COVID-19 pandemic from 1-5 (low to high).

Today we are at level 4.

(updated 01.06.2020)

The treatments that we are allowed to carry out safely in dental practice will change with the risk level.

Treatments are significantly limited at level 4.

5

Level 5 - Material risk of overwhelming the NHS

4

3

UK COVID-19 Alert Levels

2

1

Level 1 - COVID-19 no longer present in the UK

We are keen to prepare the practice as much as possible, prior to your appointment, in order to limit the time you spend on the premises and to allow us to manage your dental problem efficiently and effectively while you are with us. We will endeavour to complete as much pre-visit admin with you through the Patient Portal to streamline your actual onsite visit.

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

- If you are unwell for any reason we kindly ask for you not to come into the Dental Practice. If you suspect, you have symptoms of COVID-19 please stay at home and follow NHS guidance.
- Before your appointment we would appreciate you to have freshly brushed teeth.
- During this time, we will not be allowing patients to use the toilet facilities. Please ensure you have been used your washroom at home prior to your visit to the practice.



- Please remember to bring any paperwork if you have been asked to (medical history questionnaire, consent forms, treatment plans, etc.) already fully completed.



[click here to download a medical history form]

- **Please do not turn up to the practice un-announced. We are only open for pre-booked appointments.**
- In some cases, payments will be taken via telephone prior to the appointment. However please remember to bring your credit/debit card as we will not be taking any cash payments.



- Our usual waiting room has been redesigned to guarantee social distancing.



- Please **do not** arrive more than 5 minutes early to your appointment unless you have been requested to do so.

- Please **do not** bring anyone with you into the building unless this person is accompanying a vulnerable adult, disabled person, or child. Please plan to keep siblings and other family members outside the practice.



- Please do not run or race on your bike to your appointment as your body temperature will be raised and you might appear feverish.
- **Please note the front door will be locked. Please knock on the door and wait for a member of our team to welcome you.**

- Before entering the building, a team member wearing PPE, will unlock the door and use an infra-red thermometer to measure your body temperature. If you are feverish we will ask you follow NHS self-isolation guidance and to rebook your appointment for at least two weeks' time.



- As you are invited into the building you will be requested to wear your face covering and use the hand sanitiser provided. Our reception team are there to help you and will now be behind a screen to protect their working environment.



- Our team will be wearing various levels of enhanced PPE (personal protective equipment)
- We will either take you immediately into the surgery room where the clinician will be ready for you or allocate a seat for you in one of our waiting areas to maintain social distancing.



- Our surgeries will have been thoroughly disinfected and ventilated to guarantee the safest clinical environment. For treatments involving aerosols (most dental treatments), your dentist and dental nurse will be wearing some extra layers of PPE, please do not be frightened.



- Ideally, please keep any personal belongings in your car or at home. If you bring any belongings with you, you will be requested to place them into a disinfected box to minimise any contamination of your items or the practice.
- After our initial discussion, during which you must keep your mask on, we will ask to take your mask off and possibly use a medicated mouthwash for 1 minute.
- Your dental appointment will be as normal, except the room may feel cooler as we must always have fresh air circulating.
- At the end of your procedure, you will be requested to put your facemask back on before leaving the room.

- We will direct you to one of our reception team members to finalise the check-out process and make further appointments, as necessary.



At Imogen Dental we are determined that your experiences under our care continue to be effective, reassuring, and safe as possible.

Thank you very much for your cooperation during these difficult times.

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