



Re-opens 1 July 2020: Our new patient journey

The whole team at Imogen Dental are working hard to ensure that your visit to the dental practice will be a pleasant, effective, and most importantly a safe experience during this COVID 19 period. Many of the procedures and protocols that were routinely part of safe delivery of dental care are already well developed and practiced at Imogen Dental.

Due to the COVID-19 pandemic we have upgraded many of these routines to ensure that we are offering you dental care in safe dental environments. The risk of virus particle contamination is managed carefully in all areas of the building and clinical rooms. Time and expense is required to prepare Imogen Dental for these enhanced new procedures, protocols, and protective personal equipment (PPE) that will keep you, our team and our 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.



Prior to your visit, we are keen to prepare the practice as much as possible 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 manage as much pre-visit admin and consultation with you over the phone and by email to streamline your actual onsite visit.

As per the Chief Dental Officer's recommendations at Imogen Dental, from **1 July 2020** the sequencing and scheduling of patients for treatment as services resume will take into account:

- The urgency of needs;
- The particular unmet needs of vulnerable people;
- Available capacity to undertake activity.

Rest assured, we have not forgotten about you but we will have to work through the list of patients as above. Hopefully from **1 August 2020** we will endeavour to return to routine care, albeit in a restricted and limited patient volume for the foreseeable future.

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 it is better 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;
- Please prepare yourself at home to have freshly brushed teeth using your routine oral hygiene measures. We will not be allowing last minute brushings at the practice during this pandemic to avoid cross contamination. Please ensure you have been to the toilet/washroom at home prior to your visit to the practice. No toilet facilities will be available for patients during this COVID 19 period.



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

[\[click here to download a medical history form\]](#)



- **All patients will be seen by appointment only; Please do not turn up to the practice un-announced.**
- 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 be kept as clear as possible and 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, a disabled person or children. Please plan to keep siblings and other family and friends out of the building;



- Please try to arrive cool and calm. Please do not run or race 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 stand on the "Wait here until called" floor sign.**



- Upon arrival, before entering the building, a team member, who themselves will be wearing an apron, mask and face visor, 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 disinfect your hands with hand sanitiser and offered a face mask that simply hooks over your ears and covers your mouth and nose. Our reception team are there to help you and will now be wearing a mask and 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 your dentist will be ready for you, or allocate a seat for you in one of our waiting areas where you will be requested to remain until you are called into the surgery in order to maintain social distancing. Be aware, spaces in our waiting areas are limited;

- Our surgeries will have been thoroughly disinfected (anti-bacterial and anti-viral) 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.



- You will be requested to place your personal belongings and coats in a box in order to minimise contamination of your clothing and other belongings with aerosols. Ideally keep any personal belongings in your car or at home;
- 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. We will provide you with tissues to hold along with your facemask throughout the appointment. This is for you to be ready to catch a sneeze or a cough, to help in keeping the surgery environment clean.
- Your dental appointment will be as normal, except the room may feel cooler as we must have fresh air circulating at all times. Please come prepared to keep yourself warm with an extra layer and covered legs. We are unable to use our air conditioning units during this time.
- 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 in order to finalise the check-out process and make further appointments as necessary;
- All your dental care will be planned carefully and will be managed in a calm and extra safe environment.

9 Step New Patient Process For Yours And Our Safety



1 - Make contact via phone or email



2 - Screening of all patients and staff to ensure safety



3 - Dedicated appointment slots for vulnerable groups



4 - Let us know when you have arrived. Please wait until we call you in, unaccompanied unless you require a parent or carer



5 - Enter the practice where a team member will check your temperature and give you hand sanitiser



6 - Please bring minimal number of belongings with you, and place belongings in the indicated areas



7 - In the surgery you will be asked to rinse your mouth before treatment for 20 seconds



8 - Use hand sanitiser before you leave. Collect your belongings



9 - Our team will be wearing PPE and taking all the necessary precautions

Don't worry it's still us underneath, delivering the same level of excellent dental care

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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