

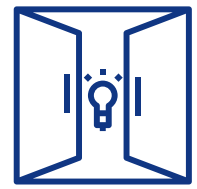
# WEST CROYDON DENTAL PRACTICE

Measures to keep you and our team  
safe during COVID-19

1

## EMERGENCY CARE OPENING

We will start booking appointments at the practice from Monday 22nd June 2020 for Emergency Care only. Please come alone to your appointment unless you need a parent or guardian as a chaperone.



2

## PATIENT SCREENING

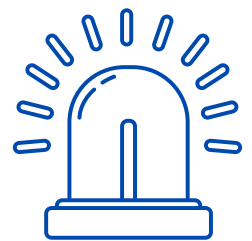
Before your appointment you will be sent a number of forms, asking about COVID-19 and your risk group. We must receive all of these forms from you the day before your appointment or your appointment will be cancelled.



3

## EMERGENCY AND PAIN APPOINTMENTS PRIORITISED

We will triage you to make sure the most urgent are seen first - due to lockdown our waiting lists are long and we appreciate your patience and understanding in being contacted.



4

## BELONGINGS BOX

Please do not bring bulky or valuable items to your appointment, any items you bring will be placed in a disinfected belongings box that will remain in the reception.



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## RECEPTION TEAM

Our reception team will be working behind a screen as well as being ready to help you via telephone. Once your appointment is finished you can speak to our reception team or call to make further arrangements by telephone.



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## SOCIAL DISTANCING

Social distancing will be maintained everywhere except the treatment rooms. We will be staggering our appointments to minimise the number of people at our practice at any time. The waiting room and toilets are unavailable at this time.



7

## PAYMENTS IN ADVANCE

Our reception team will be available to take payment over the phone before your appointment to minimise time in the Practice and use of card machines.



8

## HAND SANITISER AND FACE MASKS

We ask you to bring and wear a face mask or covering to your appointment and on entering you will be given hand sanitiser.



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## ARRIVE ON TIME

Arriving on time is essential due to the extensive preparation we have to carry out for each appointment, late attendees will not be permitted. At the time of your appointment you will be escorted into the building and directly into your treatment room.



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## TEAM PERSONAL PROTECTIVE EQUIPMENT

The West Croydon Dental team will wear masks, gloves and face shields at all times. Depending on the treatment you require you will likely see us in very different PPE than you have seen before.

