

Advice for Patients attending the practice for an appointment

The team at Alpha House are working 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 Alpha House. With the COVID19 pandemic we have 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 and clinic room.

We are keen to prepare our clinic 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 and by email to streamline your actual onsite visit.

Please read the following Alpha House guidance that will help us look after you during your visit.

- If you are unwell for any reason it is better to not come to the Dental Practice. If you suspect you have symptoms of COVID 19 such as a high temperature or new continuous cough, please stay at home and follow NHS guidance.
- Please prepare your-self at home to have freshly scrubbed teeth using your usual oral hygiene measures.
- Please remember to bring your paperwork if you have been asked to complete some admin such as, your medical history questionnaire, consent forms or signed treatment plans. Where possible, this will be carried out verbally.
- If you arrive by car, please be ready to wait in your car until called in by a member of the team. If you arrive by taxi, by foot or bike please ring the doorbell at your appointment time and a member of staff will come and collect you. If you are early for your appointment, you may have to wait outside.
- 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 we kindly ask that other family wait outside of the building.
- On a bad weather day, we will operate a socially distanced waiting room.
- Please try to arrive cool and calm. to your appointment as your body temperature will be raised and you would appear feverish.
- A member of the clinical team will use an infra-red thermometer to measure your body temperature on arrival. If your temperature is 37.8C or greater he or she may ask you to rebook your appointment for two weeks' time.
- As you are invited into the building, we will offer you a face mask or you may choose to wear your own. 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.
- Ideally you should use the toilet facilities prior to your visit, however this will be available if needed. Simply ask a member of staff to unlock the door.
- Many of us looking after you will also be wearing various levels of PPE, but we are all likely to be wearing a mask as we greet you. This is because we will be closer than 2 m

- 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 as we start to do our dentistry for you.
- After our initial discussion with masks on we will ask to take your mask off and use a mouthwash for 1 minute. We will give you a big tissue to hold along with your facemask throughout the appointment. This is for you to be ready to catch a sneeze or a cough with the big tissue helping keep the surgery environment clean.
- 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 will be offered a large paper dental bib that covers you aiming to minimise contamination of your clothing with droplets from our mouth.
- The air filters add a bit of background noise to the room and your dentists and nurse may sound slightly muffled speaking in their masks.
- At the end of your procedure you can have the usual mouthwash. Use your big tissue and then put your facemask back on before leaving the room.
- We will ask you to go to reception to make another appointment if required and to make your payment. A plastic payment card is preferred, and the card machine will be passed through the screen by the receptionist. Cheques and cash should be placed into a clear plastic bag.
- In many cases we will request that we make further appointments for you over the phone later in the day or the next day. Often treatment plans will be presented by email or in the post with discussion and scheduling done by phone in order to keep our building as socially distanced as possible during the working day.
- All your treatments will be planned carefully and will be managed in a cool calm and COVID19 safe environment.
- Due to the extra expenses related to PPE and extended appointment times for some treatments an extra cost will be included to your final bill. Your up to date treatment plan will have these costs detailed within it.
- At Alpha House 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 dentistry in these challenging times