Patient Information and Advice - update June 2022

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. We follow all Infection Control and Prevention Measures as directed by the Government Health and Safety Executive, and the Chief Dental Officer. Such procedures and protocols are part of the safe delivery of dental care, which is well developed and practiced at Alpha House.

The risk of virus particle contamination is managed carefully in all areas of the building and clinical rooms. We are keen to prepare our clinic prior to your visit as much as possible 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.

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

* If you are unwell, please contact our reception team as it may be better to not come to the Dental Practice. If you have symptoms of COVID 19 or any Respiratory Infection such as a high temperature or new continuous cough, please stay at home, and defer your appointment to another day.
* If you are unwell with Covid 19 or any other Respiratory Infection but you have a dental emergency we will be able to help you. Please contact the practice so that we can arrange a time outside of normal hours for you to be seen. We still carry all the enhanced PPE and have Covid 19 disinfection protocols in place to keep everyone safe.
* 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.
* If you arrive by car please feel free to park on our driveway.
* Our comfortable waiting room is available while you wait for your appointment. All of our rooms are well ventilated and spacious so you can choose to distance form others.
* As you are invited into the building, we will ask you to wear a face covering. You will be asked to use a hand gel rub at reception.
* 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.
* We will invite you into the dental surgery that will have been prepared to be a safe environment.
* Your dental appointment will be as normal except that the room may be cool, as we have fresh air and filtered air circulating in the room.
* At the end of your procedure please put your facemask back on and gel your hands before leaving the room.
* We will ask you to go to reception to make another appointment if required and to make your payment.
* 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.