

## PRACTICE RE-OPENING – OUR NEW PATIENT JOURNEY – THE NEW NORMAL

Dear valued patient,

We hope you and your family have been keeping safe and well during the Coronavirus pandemic. As you may be aware, the Omnia Dental Spa team have been working very hard, behind the scenes, in order to ensure that our Practice complies with all the latest Government COVID-19 guidelines. We have implemented numerous changes so that your next dental visit is as safe, efficient and comfortable as possible. We are very pleased to announce that Omnia Dental Spa is now open for our patients, however, we would also like to take this opportunity to inform you of some significant changes to the practice layout, appearance and operating procedures going forwards – the 'new normal' for the foreseeable future!

### **Important changes at the practice:**

- It is now essential to complete a [COVID-19 Screening Questionnaire](#) for every patient before your appointment. If we do not receive your completed questionnaire, regrettably, we will have to cancel your appointment.
- For the safety of our patients and staff, the [practice front door will remain locked](#) and entry will be restricted to patients that have completed the COVID-19 screening and have an appointment booked. Please do not bring any friends or additional family members with you to your appointment (exceptions include a carer or parent/guardian).
- To maintain the [highest standards of infection control](#), we have minimised clutter throughout the practice and all magazines and leaflets have been removed from our waiting room. The water cooler has been taken out of use and access to the toilet facilities will also be restricted in order to minimise 'contact points' within the practice. A series of clear perspex screens have also been fitted around our reception desk to help protect both patients and our reception team.
- As always, we will continue to provide excellent quality care whilst employing the highest standards of infection control. Our clinical team will now be wearing [enhanced personal protective equipment \(PPE\)](#), so we will look very different but please do rest assured that it is still our familiar friendly faces behind the new masks and visors!

### **How you can help us:**

#### **Preparation before your appointment**

- 1) Please complete and return the [COVID-19 Screening Questionnaire](#) to our reception team as soon as possible, [via email](#). If you do not have printing/scanning facilities, please simply respond to the COVID-19 screening questions via email or call us to speak to a member of our reception team.
- 2) Our reception team may ask you to [pre-pay for your treatment](#), by credit/debit card, over the telephone in order to minimise direct contact when you attend.
- 3) [Please do not bring any non-essential items into the practice](#) e.g. coats, hats, scarfs, bags, rucksacks, shopping, laptops, iPads etc as they will need to be left in a secure plastic container outside the surgery i.e. in the waiting room area.

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### **Preparation on the day of your appointment:**

- 1) Please remember to **have a drink, brush your teeth and visit the lavatory** before you leave your home.
- 2) Please **arrive on time** for your appointment and **wait in your car / or outside the practice** until we call you to invite you into the practice.
- 3) **Please attend alone** and do not bring any non-essential items into the practice.
- 4) Please **avoid paying by cash** if at all possible. Pre-payment over the telephone or credit/debit payment at reception is preferred.

### **When you enter the practice:**

- 1) We will **re-check your responses to the COVID-19 screening questionnaire** to ensure nothing has changed.
- 2) You will be asked to use the automatic alcohol gel dispenser to **disinfect your hands** in the entrance porch.
- 3) A member of our team will guide you **directly into the surgery** as we do not want any patients to sit in the waiting room, if at all possible.
- 4) We will **verbally re-check your medical history** and update our records as required.

### **When you leave the treatment room:**

- 1) You will be asked to **disinfect your hands again** using one of the alcohol gel dispensers
- 2) Any **payment due will be collected at reception using the card terminal**, or alternatively, payment can be made over the telephone once you are back in your car or have returned to your home. Your **next appointment will also be booked** for you.
- 3) **A member of our team will guide you out of the practice** and back to the car park, either via the garden and side gate or via the entrance porch.
- 4) The **surgery will then be thoroughly cleaned and disinfected** and all 'touch points' in the waiting room and reception area will also be disinfected as required by our standard operating procedures and infection prevention and control policy.
- 5) All **dental instruments will also be cleaned, disinfected and sterilised** in our dedicated decontamination room in line with our decontamination and cross-infection control policy.

**Thank you for your cooperation and understanding and we look forward to seeing you soon!**