



Reopening of Hayes Dental Clinic

We hope you are all safe and well. We would like to thank all of our patients for their patience and forbearance during the period of temporary practice closure and for their understanding and cooperation whilst we implement new measures at the practice.

We are pleased to announce that we plan to reopen from Monday 6th July. Our dentists will personally phone those patients in highest need of care and prioritise them according to our guidelines and clinical judgement. This will mark the beginning of a return to a more normal life and practice. Our approach to reopening has been carefully planned, and based on professional guidance, with our patients and staff members' safety and wellbeing as our top priority.

Our full team has spent time learning step by step about updated procedures and preparing the practice for reopening. This detailed document will outline some of these changes you will notice, ranging from enhanced infection control practice, to incorporating social distancing into our workflows. We greatly appreciate your assistance with any new or modified procedures at the practice. (A summary is available on our website, at www.hayesdentalclinic.com).

Before your appointment

You shall receive a link on your e-mail reminder to access the Patient Portal, so you can complete your updated **Medical History** and a **COVID-19 Screening Form**.

It is important we receive this electronically signed document prior to your visit.

Should you require any advice on completing the forms, please do not hesitate to contact us. In light of the information received, one of our clinicians may phone you to discuss your medical history further

Two days before your appointment, one of our receptionists shall phone you to carry out a **verbal COVID-19 screen**. At this time, we shall request payment be made in advance of your appointment. Should your appointment need to be cancelled due to unforeseen circumstances, this shall of course be returned to you. This measure is in place to limit contact and possible transmission of the virus.



We kindly request that you to arrive on time for your appointment. If you are early, please wait outside or in your car and our receptionist will phone you to invite you into the practice once we are ready. Please bring minimal personal belongings to further reduce the risk of surface contamination.

Unless accompanying a child or vulnerable person, we request for other companions to not enter the practice. This will be carefully controlled in an attempt to avoid unnecessary contact with other patients.

Toilets act as possible route for spreading infection, and as we are taking the highest precautions, ours will be unavailable for public use. Therefore, we politely request that you use your toilet facilities at home before attending and also clean your teeth before arriving at the practice.

Upon arrival

Please use our wall-mounted hand sanitiser in the waiting room. You shall be greeted by a nurse who will ask some **COVID-19 screening** questions and take your temperature with a contactless sensor. If the reading is over 37.8 degrees, you shall be requested to follow current government guidelines and self-isolate.

Please arrive wearing a mask if you have one, however we are happy to provide one if required. (Please note: Anyone who does accompany you will also be screened upon arrival).

In the surgery

For all treatments, you will be seen by team members wearing appropriate medical personal protection equipment (PPE) and following strict infection control protocols. We have no intention of being antisocial but won't shake hands!

In order to encourage natural ventilation, windows will be opened regularly. Your treatment will be carried out otherwise as usual. Following your treatment, you will be requested to wear your mask. Finally, we will also ask you to sanitise your hands.



After your appointment

Your next appointment shall be made by the treating clinician within the surgery. Should you wish to purchase any oral hygiene products, just let us know and we can keep these aside for you.

Please note all payments shall be taken in advance of your appointment with us. Should the card terminal need to be used for balances it will be covered with a disposable plastic cover which shall be replaced after each use to reduce the risk of any infection transmission.

At any point, should you require to visit the reception area, our receptionists now sit behind a transparent screen for further protection for staff and patients. As you depart, we request you to please sanitise your hands.

Additional measures

Other measures have also been put into place to minimise risk of any contact spread of COVID 19 on surfaces, we hope this will only be a temporary measure and apologise for the change this may cause to the usual experience we offer.

As always, we will do our best to accommodate your preferred appointment date and times although we may be slightly restricted. This is because all appointments will be staggered in order to allow upgraded cleaning between patients and minimise the chance of inter-patient contact.

We have implemented strict cleaning schedules for floors and communal surfaces in non-clinical areas, from toilets to door handles with the most appropriate detergent, antiviral, or antibacterial cleaner used in each case. In all areas of the practice you will always have access to hand sanitiser.

Should you wish to get in contact to personally discuss any of the above, please contact us on 01932 858686, or email us on info@hayesdentalclinic.com. We have been working remotely to answer all your queries and will now be operational from the practice. Please note, our door will remain locked unless you have an appointment we cannot grant entry.



We would like to thank our patients for their support during this time, and we really are looking forward to welcoming you and your families back to Hayes Dental Clinic

Yours sincerely

The Team at Hayes Dental Clinic