



Smilestyle Signature Covid-19 Patient Digital Package

What will happen when I turn up to the practice?

- We will ask you to come to the carpark (if on foot please come to the marked area) not more than 5 minutes before your appointment. Please avoid being late as there is very little scope for us to adapt)
- You will be welcomed by one of our nurses (don't be scared she will look a little odd but its still one of our caring staff under there!)
- She will ask you some health questions- please bring as little with you as possible- leave it in your car- we can store it in a box if necessary but at your own risk.
- You will be invited in and to a handwashing station and given a mask if you have not brought one with you.
- We will guide you to your dentist observing social distance
- Again, your dentist and nurse will look different, we will already have our PPE on but rest assured its still us, as kind and friendly as always under all that stuff.
- Forgive us as we may not be quite as chatty, its hot and hard to breathe under all of that and we have a very strict timetable to get everything done and turned around for the next patient.
- After your treatment and a squirt of hand sanitiser, you will be guided to reception or the front door for a farewell and any information for follow up given to you there or by phone later.
- Our work then starts to thoroughly cleanse the surgery for the next patient.

For those that want to know more...

What we have done

Why we have done it

To make the dental environment safe for both you and our staff we have had to make significant changes to the physical layout of the practice, how we use the premises, the way we work and the equipment and precautions we use.

We are very used to upholding the very strictest of cross infection procedures and guidelines, they are second nature to us but we have had to enhance these during this time. These include:

Physical layout and how we use the practice-

There is a closed-door policy, this means you cannot just turn up to the building. All appointments are arranged via phone or video call. You will be welcomed in through the back door (from the carpark) and be guided through to see your dentist. There will be markers on the floor and signage on the walls. Afterwards you will be again guided to the reception and then a farewell at the front door. The reception area has cough guards on the desk and the seating will be spaced (if used). The toilets are out of use as is the refreshment facilities. Reception cannot take cash payments and we ask patients to prepay if at all possible- contactless and card only is possible failing this.

Why have we done this-

This is to comply with social distance measures and reduce the number of patients and staff in the building at any one time.

The way we work :

We have significantly altered how we work-taking into account and as guidance from our governing bodies- developed a COVID-19 Standard Operating Procedure (SoP). This involves surgery rooms and teams being assigned for different types of treatments. This may involve more than one nurse per room and the level of PPE will vary to the type of procedure. This will mean that your choice of appointment time may be restricted compared to before and you may be in a different room to the one your dentist usually works in- if you have problems with stairs please let us know as soon as possible. We will be limited to helping you with the problem at hand and further appointments may be needed for additional issues.

At this point during the pandemic a routine scaling will involve the use of hand instruments only (not involving the water scaler) and there will be no polish – this will still be an effective clean for health but just not as shiny at the finish.

There will be a top to bottom disinfection of each surgery between patients with our usual and enhanced procedures and materials- the place may smell a bit like a swimming baths!

A lot more disposable equipment will be used, and appointment times have been lengthened to accommodate this.

New Equipment

- **Enhanced level of PPE including respirators, visors, aprons, gowns and hats. This will depend on the type of procedure you are having**

- **Air filtration units- they will be working away in the background filtering the surgery air**
- **With over £5000 of investment so far, we are making the practice environment a safe place for everyone**

We are constantly monitoring the guidelines from our governing bodies and the government and will adapt and implement any necessary changes advised.

If you have any questions please call reception on 0115 9003034 or e mail info@smile-style.co.uk