

### **Attending your appointment at Lancaster House Dental Practice**

At Lancaster House Dental Practice we are really looking forward to being able to welcome you again and help you with your dental needs. We very much hope that you and your family are well and are managing during this difficult time. We are very thankful for your continued support and loyalty to the practice.

To make sure you are prepared for your visit to us please read the following guidance which outlines the changes we have implemented during coronavirus to ensure your safety.

- Please complete the medical history form and coronavirus risk assessment prior to your appointment which will be sent to you via text message.
- Please attend your dental appointment alone if possible, if you require someone to attend with you e.g. parent/guardian for children under 16 years, carer or translator, please only bring one other person to the appointment with you preferably someone who is not at increased risk of coronavirus.
- Please make sure you arrive on time for your appointment as this will have been carefully scheduled for you.
- Please bring your own pen and face covering/mask with you to the appointment.
- Please bring the minimum amount of personal belongings you require with you to your appointment and these will be stored in a plastic bag during your treatment.
- When you attend the practice please wait outside until you are called in for your appointment. The front door will be locked.
- Please be aware that in line with the current guidelines the team at the practice will be wearing personal protective equipment, like masks and gloves, to protect our patients and the team and therefore will look a little different to normal.
- The toilet facilities at the practice will be out of use at this time so please use facilities at home before you attend your appointment.
- In order to reduce contact, payment for your dental appointment will be taken over the phone prior to attending the practice.

Please **do not attend** the practice if the following applies to you:

- o Tested positive for coronavirus in the last 7 days
- o Currently waiting for a coronavirus test or test results
- o You have symptoms of coronavirus (New continuous cough, high temperature/fever, loss/change in taste/smell)
- o You live with someone who has tested positive for coronavirus or has had any of the coronavirus symptoms (listed above) in the last 14 days



- You have been notified by NHS track and trace in the last 14 days that you have come into contact with a person who has tested positive for coronavirus

If any of the above do apply to you please call the practice for alternative options.

If you have any questions or queries prior to attending for your scheduled appointment, please contact the practice via telephone or email and we will be happy to help.