



Welcome to Lee Dental Practice

CONTENTS

PATIENT INSTRUCTIONS

An introduction to our reopening policy

BEFORE ATTENDING

Information we would need from yourself to help us ensure we provide you with the right course of treatment.

ARRIVING

To help you understand the practice policies and the patient journey with us.

PRACTICE PROCEDURES

To help ensure that we work in a safe environment in accordance with current guidelines.

SUMMARY

We are here to help you and your family.

Patient Instructions

These instructions have been created based on multiple updated sources from within the dental and medical professions and the government

It outlines modifications to our normal procedures that we intend to employ.

It is not known at this time whether these procedures are temporary or whether they will become a permanent feature of the way dental practices must be run to ensure patient and staff safety in the future.

The worldwide COVID-19 pandemic is still being evaluated and studied. The policies and recommendations are likely to change in line with new scientific evidence over time.

The Lee Dental Practice team have been preparing for reopening and practicing our updated procedures before patients return to the practice.

We are opened as we are satisfied that we have all the necessary processes and personal protective equipment (PPE) in place to ensure your safety.



We have collectively evaluated all of the current guidance and observed what measures have been put in place. We feel that the measures which are outlined in this policy will reduce risk to the minimum level at our practice.

We would like to thank all of our patients for their patience and forbearance during the period of our temporary practice closure, as well as for their understanding and co-operation whilst we implement new measures at the practice.

We will of course be providing dental care to all of our patients in the safest possible environment and following all the rules and regulations.

We greatly appreciate your assistance with any new or modified procedures at our practice.

BEFORE ATTENDING THE PRACTICE

Information we would need from yourself to help us ensure we provide you with the right course of treatment in a safe environment.

- **Pre-attendance assessment via your completed Medical History & COVID-19 Assessment Form.**

This will be done before your appointment. If you have difficulties with completing the forms we can help you with this over the phone. A member of staff may also speak to you to assess your dental problem prior to your visit so that we are well prepared for your appointment.

- **If you are at risk of being infected.**

If we feel that you are at risk of having possibly been infected, even if you are asymptomatic, we will respectfully request you to delay booking any appointment. If it is an emergency please still contact us so that we may re-direct you appropriately.

- **High-Risk Patients.**

We recommend that patients in the high-risk groups for developing complications from coronavirus delay non-essential dental treatment for as long as possible. We are here to advise you if in doubt of the best options for yourself.

- **Translation Service.**

Anyone requiring interpretation must have this arranged via telephone and no interpreters should arrive in person.

- **Payments.**

Lee Dental Practice will be operating contactless payment systems going forwards and we will request that payment is made over the phone prior to you attending. This reduces the requirement of unnecessary contact or use of pin entries on card terminals at reception.

- **Who can attend with you.**

Only one adult is able to attend with the exception of those under 18yrs of age and those requiring special assistance. Kindly call us to confirm if unsure. Please do not bring additional family members with you unless they are happy to wait outside the building.

- **In Addition.**

We kindly request you to brush your teeth just before attending your appointment.



ARRIVING AT THE PRACTICE

To help you understand our practice policies and your journey as a patient with us.

- **Waiting for your appointment.**

We intend to eliminate waiting inside our practice as well as at reception and at the waiting room. Accordingly, appointments will be staggered so that patients do not arrive or leave at the same time as other patients as far as we are able to manage.

- **Once you arrive**

We kindly request you to telephone us so that we know you are outside. We will then bring you inside the practice. This is to ensure that patients are not in close contact whilst in the reception/waiting room. We kindly request you not to touch any door handles where possible.

- **Mask.**

Once inside the practice, we will welcome you and provide you with a disposable surgical mask and provide you with hand gel to use.

- **Temperature Checks.**

We will then proceed to take your temperature. If your temperature is raised, we will also additionally use a non-invasive Pulse Oximeter to check your oxygen levels. If not within the normal range, you will be unable to enter for your treatment and will be kindly asked to return home and self-isolate as per government guidelines.

- **In The Surgery Room.**

If you are well, we will then direct you straight to our surgery room and request that you do the following before your appointment commences:

- We would kindly ask you to rinse your mouth with a hydrogen peroxide based mouth rinse for a minute.

- **The Restroom.**

When using the restroom, kindly do your best to ensure that you leave the facilities as you would expect to find them and wash your hands thoroughly before leaving. The restroom will be regularly disinfected between patients.

- **Appointment.**

We will keep the appointment times to a minimum. We will follow up with an email detailing your oral health, advice for improvement as well as your treatment options including advantages and disadvantages of the procedure.



PRACTICE PROCEDURES

To help ensure that we work in a safe environment in accordance with current guidelines.

The team at Lee Dental Practice have spent time critically looking at every aspect of our practice with a view to removing all non-essential items that can potentially be the cause of spread of infection.

You may find that our practice may appear to be quiet bare when you attend.

We do regret that during this interim period, we will not be providing our normal tea and coffee services in the interest of reducing all opportunities for cross infection to a minimum.

All clinical and communal areas including door handles and surfaces will be regularly disinfected in addition to our normal surface cleaning protocols between patients.

Lee Dental Practice will be providing a buffer period between our patients to allow more time for additional decontamination procedures as well as allow for any treatment overruns which will ensure that there is enough preparation time for our next patient so that they do not have to wait in our reception area or our waiting room.

All future appointments will be made and confirmed via telephone to limit your time spent at our reception.

Our dental team will be using personal protective equipment (PPE) in-line with current recommendations and evidence.

We do apologise in advance for the necessary reduction in social interaction that this will necessitate.

Whilst our masks may make us appear impersonal and distant, please be assured we are still the same friendly team underneath it all.



SUMMARY

We are here to help you and your family.

At Lee Dental Practice, our first priority is the well being of our patients and our team. Key to this is following government recommendations closely.

During this period of uncertainty, we understand that you may have concerns, questions or an issue you may be unsure about. We want to allay any concerns and answer your questions to help you and your family.

If you do have a dental emergency, please do contact us and we will help you through the next steps. If you are looking for general dental advice or if you are unsure about your dental problems you can still contact us for further assistance.

We want to express our gratitude for your patience and resolve.

Yours Sincerely,

The Lee Dental Practice Team

