Sorriso Dentistry

Covid-19

Information for our patients

Our updates are based on multiple updated sources from within the dental and medical professions and the government.

We continue working to ensure the practice is safe environment for you and us, and appreciate your assistance with any new or modified procedures at the practice.

Our normal cross-infection control protocols against all previously known pathogens are already woven into all clinical activity carried out at the practice.

We know that a dental practice is already a very clean environment compared to public areas and there is no evidence of COVID-19 transmission occurring in increased rates in dentists or their staff.

We have collectively evaluated all of the updated guidance and observed what measures have been put in place in other countries. We feel that the measures which are outlined in this policy vastly reduce risk. Please also be assured that all of our clinical staff continue to comply with our updated procedures to reduce the risk of cross infection in both directions.

Please refer to government guidelines Coronavirus: how to stay safe and help prevent the spread:

https://www.gov.uk/guidance/covid-19-coronavirus-restrictions-what-you-can-and-cannot-do

Our New Patient Journey

Before Attending the Practice

We continue to contact you and confirm appointments ahead of their scheduled time

We continue asking all our patients update their standard medical history forms beforehand. These forms are sent in electronic format via email or text links.

Please let us know if you need any assistance in completing these forms.

The assessment forms include a new section which will allow us to assess your level of risk for coronavirus infection before you attend the surgery.

Please continue to wait in your car; we will meet you at the main door when we are ready to bring you straight into the surgery. We limit the number of patients able to sit in our waiting area.

Our ‘one way system’ remains: after your appointment you will be escorted you to the side door to exit the building and make your way back round to the car park.

One adult is able to attend with a child; please do not bring additional family members with you unless they are happy to wait in the car or outside the practice.

We operate a contactless payment system (or payments may be made via BACS) wherever possible to reduce the requirement for unnecessary contact or use of pin entries on card terminals at reception.

If we do not receive the completed questionnaire in time and we are unable to contact you, we may need to cancel your appointment. In order for us to use our clinical time effectively to care for patients, you may be charged for the appointment if we are unable to fill it at short notice, as per our normal terms and conditions.

Arriving at the practice

When you attend the practice, you are welcomed to the front door, where we take your temperature with a no-touch thermometer and ask that you disinfect your hands with the sanitiser located at reception.

We ask that you continue to arrive with a mask . If you don't have one, you will be given one.

Please maintain social distancing from other patients and team in the practice.

Please refrain from touching surfaces, doors and handles as much as possible.

Please do not attend the practice expecting to brush your teeth prior to your appointment as we have removed this facility from the cloakroom.

Please bring minimal belongings with you!

Practice Procedures

We continue to critically evaluate every aspect of the practice with a view to removing all non-essential items that can potentially be the cause of infection.

You will find that the practice looks and feels different when you attend.

We regret that during this interim period, we are not offering you a cup of tea and coffee in the interests of reducing all opportunities for cross infection to a minimum.

All clinical and common areas including door handles and surfaces are being cleaned after every patient.

All staff are using enhanced personal protective equipment in line with current recommendations and evidence.

A Quick Summary

You will only be attending in the knowledge that you are free from coronavirus infection.

We are confident that we are able to provide dental care for you in as normal an environment as possible, while bearing in mind our responsibilities to mitigate risks of infection spread as far as is practically possible.

This policy is constantly reviewed and updated as necessitated by circumstances over time.

If you have any questions regarding this guidance or about your dental care at Sorriso Dentistry please do not hesitate to contact us on hello@sorrisodental.co.uk or call us 01494 412442

Thank you for your support during these unprecedented times.
We are pleased to welcome you to smile with us:)