

Passage House Dental Care

Phased Opening Plan (page 1) & Appointment Information (page 2) for Patients July/August 2020 onwards

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Tel: 0117 950 3141

PHASED OPENING PLAN



1

PHASE

Non AGP

urgent dental care
-minimal patients

2

PHASE

Non AGP and AGP

urgent dental
care- minimal

We have been working beside our patients since lockdown began via our telephone advice and emergency triage service as well as re-opening at the start of June for urgent care and treatments.

We are now well underway with our re-opening phases and as of the end of July, we are between phases 3-5.

Please remember that re-opening at this time means that we are currently unable to see the same number of patients as before due to COVID-19 guidelines. Many appointments will be delayed so we thank you for your patience at this strange time.

We are now able to see orthodontic patients.

We have also launched 'interim hygiene appointments', available Tuesdays and Fridays with Mercedes. Have a look at our Hygiene page on our website for more information.

Our well trained team has carried out a magnificent job to date and we are very proud of their calm and professional manner that will shine through if you visit us for an appointment.

We will be in touch with our patients to book routine dental care as soon as we can.

We look forward to seeing you soon.

3

PHASE

Finish treatments
that started before
lockdown -
minimal patients

4

PHASE

Booked
treatments that
hadn't started
before lockdown -

5

PHASE

Routine dentistry
minimal patients

6

PHASE

Routine dentistry
with increased
capacity

What to do if you need dental advice or urgent dental care?

Simply call or email
the practice during
opening hours.

Please remember:

Do not call the
practice about
routine dental care.
We will call you
about a booked
appointment or to
book one.

Please remember:

Only come into the
practice if you have
a confirmed
appointment.

We will look different!

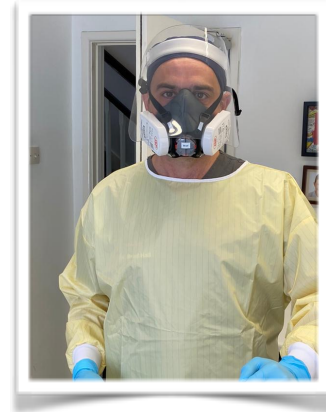
We will be wearing
enhanced Personal
Protective
Equipment but we
are your usual,
professional dental
team.

Do you have an appointment?

Read over the page
to find out what to
do & what to bring
with you to your
appointment.

WE WILL LOOK VERY DIFFERENT!

You will notice our enhanced personal protective equipment (PPE) that we now wear. The basic PPE won't look too dissimilar to our normal PPE, however if treatment involves using a handpiece (drill) then we will look very different. It may help to show children or vulnerable adults this picture so they know what to expect when they come in. This level of PPE will only be worn if some treatments are undertaken. For routine appointments we will be very similar to before.



If you have an appointment – here are some things you should think about or know before coming to the practice.

BEFORE YOUR APPOINTMENT:

- Are there any changes to your medical history? Tell us at your appointment or before on the telephone. If you are on medication, bring a list with you.
- Tell us if you feel ill in any way, have any symptoms of COVID-19, have symptoms but don't feel ill, or suffer from hayfever.
- Ensure you have used your bathroom before arriving - our toilet is for emergency use only.
- Wear a mask/face covering if possible. Only bring essential items with you – no bags or coats where possible.
- Bring an umbrella if it is raining- you may have to wait outside for your appointment
- Only one person allowed for the appointment unless you are accompanying a child or vulnerable person.
- Brush your teeth before leaving home – you will not be able to do this at the practice.
- Bring contactless payment method where possible to pay.
- Bring your mobile telephone with you and our telephone number: 0117 950 3141

ARRIVING OUTSIDE THE PRACTICE:

- When you arrive at the practice please wait in your car or if on foot, wait outside and call the practice to say you have arrived: 0117 9503141.
- You will be told when to enter the practice through the usual front door. There will be a member of the team to greet you and to take your temperature.
- You will then be carefully guided through your appointment by a team member.
- Ensure you keep 2 metres away from others before and after your appointment.

AFTER YOUR APPOINTMENT:

- You can pay if you didn't pay prior to the appointment.
- **IMPORTANT.** For the health and well being of our team and other patients, if you develop any signs of COVID-19 during the two weeks after your appointment, you **MUST** call the practice to let us know: 0117 950 3141