Haymarket Dental

caring for you and your smile

CHANGES AT THE PRACTICE

A

We now have to screen every patient before treatment. If we cannot complete a coronavirus check, we will have to cancel your appointment.

B

Unfortunately, the Waiting Room is currently not in use. Patients will have to remain outside until they are called for their appointment. Please dress appropriately for the Scottish weather.

C

Where possible please attend on your own to help social distancing. Escorts will only be admitted to the practice if we feel this is necessary for the wellbeing and safety of the patient.

D

We are still the same friendly team behind the PPE! Remember, we're all here and just as approachable as we ever have been.

1 BEFORE YOUR APPOINTMENT

- Where possible, we take payments over the phone to reduce contact.
- Your medical history will be updated and we will discuss any of your concerns.
- We will call you to triage any oral symptoms and your COVID-19 risk.

2 ON THE DAY OF YOUR APPOINTMENT

- Before arriving, please hydrate, brush your teeth, and use the lavatory - as ours is only available for emergency use.
- Please wear a face mask and bring only what you need. If you do not have a mask, one will be provided.
- Please stay in your car or outside at a safe distance. Reception will call you when we are ready for you to enter.

3 WHEN YOU ENTER THE PRACTICE

- You will be asked to cleanse your hands using our dispensers. If you do not have your own face mask, we will provide one.
- Enter alone where possible. Please observe social distancing. We will limit patients in the waiting room.
- Our reception team will be sat behind a screen for protection.
- You will be guided straight to the treatment room.
- Please remove your coat and leave belongings on the chair.

4 ONCE INSIDE THE SURGERY

- You will be within 2m of our staff but they will be wearing our new enhanced PPE.
- Prior to treatment, please rinse your mouth with the mouthwash provided for 1 minute.
- Treatment will be carried out with the usual care and attention to detail. Extra steps will be explained as we go.

5 AFTER YOUR APPOINTMENT

- Contactless and card payments will be preferentially accepted.
- The surgery will remain 'fallow' or empty for a specified period after each patient.

ADDITIONAL STEPS WE'RE TAKING:

- Please wear a mask covering your mouth and nose at all times.
- We will be seeing less patients with a 'fallow'/empty period after each patient.
- Increased disinfection protocols from our already high level of disinfection mean each dentist will work across two surgeries to allow for the 'fallow' period.
- We have increased communal and clinical area disinfection by hand and fogging three times a day with hypochlorous acid. This is a non-toxic disinfectant known to kill Covid19-like viruses.
- Additional protocols are in place for our 'shielding' patients. So please make us aware of your circumstances. We can help!
- The staff will under go daily temperature checks and risk assessments.
- We will be installing our new, state-of-the-art, digital air purification system in July for added protection.

We hope you will feel as safe as we all do here, and we look forward to seeing you again soon!

For up-to-date information and advice, please visit our website www.haymarketdental.com or follow us on Facebook @haymarketdental.