



R I N G M E R D E N T A L

THE GREEN, LEWES ROAD, RINGMER, EAST SUSSEX, BN8 5QE

T: 01273 813898

e:INFO@RINGMERCENTRAL.CO.UK

## Your New Patient Journey

### **Aim**

- To provide dental treatment in an environment that is safe for patients and staff
- Reduce the number of people in the practice at any one time
- Allow us to carry out extra infection control procedures between patients

### **Making Appointments**

- We advise you not to attend the practice unless you have a pre-booked appointment
- Please call or email us to arrange any appointments
- The dentist may call back to discuss your treatment needs before making a suitable appointment
- We will organise the diary to minimise the number of patients in our building at any one time
- You will receive a confirmation of your appointment and this will include a link to our new 'Patient Portal'
- Please use the 'Patient Portal' to complete your Medical History (from mid-July) and Covid-19 Questionnaires
- It is essential that these forms are completed before every appointment
- This is a new system we are trialling – please let us know if there are any 'teething problems' so we can get them fixed by our IT team immediately

### **On the day of your appointment**

- Please use bathroom facilities at home before leaving – this will reduce movement around the practice
- Please attend on your own, unless you need assistance from a carer, children can come with one parent
- We recommend all patients (especially those in a vulnerable category) to wear a face mask or face covering of their choice
- Try and avoid bringing coats (weather permitting) and extra bags
- We recommend bringing your own pen to sign any paperwork
- Arrive at the practice as close to your appointment time as possible
- We recommend waiting in your car or standing outside in our car park
- Please 'Check-in' using the link in your reminder text or email. Alternatively, you can call to let us know you have arrived
- Come upstairs a few minutes before your appointment time



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- Maintain social distancing in the building
- Please use alcohol gel on entering and leaving our building
- We will be taking your temperature at reception
- If this is higher than 37.5c on three consecutive occasions – your appointment will need to be rescheduled for three weeks' time

### **In surgery**

- The nurse will call you into the surgery
- Please hang your coat on the hooks outside the surgery
- Place any personal belongings into the grey plastic box in the surgery
- You will be provided with safety glasses and a bib
- You may be asked to have an antibacterial mouth rinse prior to some treatments
- All dental staff will be using personal protective equipment in line with current recommendations and evidence
- We 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!
- We will also be wearing thicker masks that may muffle our voices. If you can't hear us please let us know

### **Leaving the surgery**

- The reception team will take care of any payments
- Please note we encourage you to pay by card
- All future appointments will be made and then confirmed by email or text

Thank you for your patience and support during this time. We are working incredibly hard to get our practice back to a 'normal' working pattern. Our primary focus at the moment is the safety of all our patients and staff. If you have any concerns, please let us know in advance so we can help you.

We look forward to welcoming all of you in the near future.

**Ash and the Ringmer Dental Team**

Updated: 29<sup>th</sup> June 2020