



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@RINGMERCENTAL.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
- We will organise the diary to minimise the number of patients in our building at any one time
- You will receive a text or email 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 and Covid-19 Questionnaires
- It is essential that BOTH these forms are completed 24 hours before every appointment
- Please let us know if there are any technical issues with the Portal 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
- 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
- You can 'Check-in' using the Patient Portal to let us know you have arrived or please come up to reception
- Please only enter the building at your appointment time
- Wear a face covering inside our practice unless you are exempt
- Please use alcohol gel on entering and leaving our building
- Maintain social distancing in the building



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In surgery

- The nurse will call you into the surgery
- Place any personal belongings into the grey plastic box in the surgery
- You will be provided with safety glasses and a bib
- All dental staff will be using personal protective equipment in line with current recommendations and evidence
- 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 continued support during this time. 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: 15th July 2021