**HRDP PATIENT JOURNEY**

**Before your appointment**

* You will be assessed for current COVID-19 status
* You will be triaged for your dental issue
* We will explain the instructions for attending the practice
* We will email you an info sheet explaining what to expect and this will include a current medical health questionnaire to complete
* You will be given an appointment time

**On the day of your appointment**

* Before you depart for the practice, we ask that where possible, you visit the lavatory, have hydrated and have brushed your teeth. The toilet facilities at the practice are only available as a last resort.
* Please avoid bringing lots of things with you.
* The practice door will be locked.
* Please call the practice when you arrive. Please remain in your car or outside the practice, following social distancing protocols. If you do not have a mobile phone, please let us know so that we can make alternative arrangements.
* To minimise risk, please ensure you attend your appointment alone unless you require assistance or are supporting a child or someone vulnerable.
* We are encouraging card payments only, so where possible, please do not arrive with cash.

**Entering the practice**

* We will call you to notify you to approach the practice
* Before entry, a member of staff will take your temperature to ensure you do not have a fever. If you temp is below 37.5 degrees, we will invite you to enter the practice. Unfortunately, if you are above 37.5 degrees, we will have to rearrange your appointment for the safety of all those in the practice.
* We will ask you again the COVID-19 screening questions and confirm that you are safe to enter.
* On entering, the same member of staff will ask you to wash your hands with soap and water, and then take you directly to the treatment room.
* This member of staff will be wearing the appropriate Personal Protective Equipment (PPE), most likely to be a face mask, visor, disposable bib and gloves.
* The practice will be clutter free, we have installed a screen at reception for everyone’s safety and there should be no need for you to use the waiting room. All the staff on duty will also have had their temperatures taken that day.
* We will have distance markers on the floor and will have hand hygiene instruction on display.

**Treatment**

* Before you enter the treatment room, you will be asked to leave your coat and bag in a box provided.
* In order to provide you with the right care and service, the dental team cannot adhere to social distancing recommendations.
* The dental team will both be wearing the appropriate PPE on arrival, so please do not be alarmed, it is still us below all this.
* Naturally all treatment rooms are carefully cleaned and disinfected after each patient.

**After the appointment**

* When your treatment is complete, we will ask you to hand sanitise with an alcohol gel and you can then collect your personal belongings.
* If there is any payment necessary, you will be escorted to reception
* The receptionist, who will be behind a plastic screen, will take your card payment. The card machine will have been disinfected.
* You will have the opportunity to hand sanitise again, before we say goodbye.
* If you have any questions after the appointment, you can call us to discuss this further as our aim is to minimise your time in the practice for your own safety.
* If you develop any COVID symptoms up to 7 days after your appointment, please let us know.

We hope all the measures outlined above assures you that we are taking every step possible to ensure the safety of you and our team at HRDP. This is our top priority as we begin to reopen our doors and return to providing you with the same standard of dental care that you have been used to. If you have any questions at all regarding our new practice experience, please do not hesitate to contact us.