



Guidance for your upcoming appointment

We are delighted to welcome back all of our patients to Montpelier Dental Care.

Working within the healthcare profession, your safety and wellbeing are paramount to us, and we would like to advise you of some of the extra precautions we have taken in line with government guidance, to ensure our patients and staff are protected. We hope this will reduce any anxieties in returning to your dentist.

Before your appointment

We kindly ask you attend your appointment alone, with the exception of children and vulnerable adults. On arrival at the practice, please ring the doorbell or call our reception team on 01273 733901 to inform us you have arrived, and wait outside the front of the building maintaining social distance from others. Once your dentist is ready one of our staff members will open the door to greet you.

Once inside the practice

If you have a face mask or covering, we ask you to wear it to your appointment, in line with government guidance. We will provide you with an alcohol-based hand sanitiser to disinfect your hands and guide you into the surgery avoiding the need for you to touch any door handles. When inside the practice please ensure you use the floor markings to maintain a safe distance of 2 metres from others. Our practices may look a little bare as we have removed any unnecessary clutter to help ensure cleanliness. We have closed our toilets for now to reduce the risk to our patients, and would encourage you to use the toilet before attending your appointment. We will confirm neither yourself, or any members of your family have any COVID symptoms upon your arrival, and if you do would ask you to return home immediately. Our team will be wearing some increased levels of protective equipment, please do not be alarmed we are still the same friendly team beneath it!

After your appointment

We will ask you to use alcohol hand sanitiser once again when leaving the surgery. If you require a follow up appointment our reception team can arrange this at the reception desk, or can contact you by phone once you are back home to organise this. A

Opening hours

We are now open from 8am until 5:30pm, and have our dentists and staff working at staggered times. We will also have our door closed at all times to ensure patients without appointments do not enter the building, and minimise the flow of people into the building. We will always be on the other end of the phone for any queries.



Paperwork to be completed

In addition to the usual paperwork, there will be an additional risk assessment we will need you to complete in relation to COVID-19 symptoms. If you would like to complete these at home and return them by email, please call our reception team who will arrange for a digital copy to be emailed to you.

We kindly ask if you bring your own pen to avoid any cross contamination.

If you happen to cough or sneeze whilst inside the practice, please adhere to the governments **catch it, kill it, bin it** advice. We will ensure tissues and hand sanitiser is available throughout the practice for your convenience.

Once again, many thanks for your continued support. We look forward to seeing you at your appointment.

Kind Regards,

Montpelier Dental Care

