


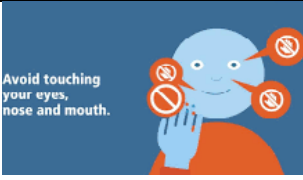




Ruthin Dental Practice

Patient Information

Please take the time to read and understand the following information. Our aim is to establish safe working practices to protect both the patients and the dental team. Please abide by these simple rules and help us to help you.

 <p>Obey the 2-meter distancing rule</p>	 <p>Carry out good hand hygiene</p>
 <p>Carry out coughing etiquette Remember Catch It, Bin it, Kill it</p>	 <p>Keep your hands away from your eyes, mouth, and nose</p>

CORONAVIRUS

If you have symptoms of Coronavirus do not attend the practice.

What are the symptoms of Coronavirus?

- A high temperature
- A new continuous cough
- Loss or change of smell and/or taste (Anosmia)

What to do if you have symptoms of Coronavirus?

You should stay at home for at least **10** days if you any of these symptoms and follow the self-isolating advice on Public Health Wales website phw.nhs.wales/coronavirus

Only contact 111 Wales if:

- You cannot cope with your symptoms
- Your condition gets worse
- Your symptoms do not get better after 7 days

Attending the practice – What you need to know.

DO NOT TURN UP TO THE PRACTICE WITHOUT AN APPOINTMENT.

We will be operating a locked door policy in the coming weeks.

We ask you to :



- **It is important you use a face covering/mask when you are in the building please bring one with you**
- Where ever possible avoid using public transport.
- Please do not bring anything with you that you do not need. i.e. additional baggage or shopping
- Please attend on your own. The exception to this is children and persons in need, who should come with one person from their own household.
- To reduce the risk of cross infection the practice toilet are temporarily closed so please ensure you do not need to go.
- If you show symptoms at any time once an appointment with us has been booked, you should contact the practice by phone to cancel.



Ruthin Dental Practice

Patient attending the practice for a pre booked appointment.

It will likely be some time before dental services return to what you previously experienced as normal. However, our dental team will be doing all they can to ensure you receive the treatment you require in the safest way. Further visits may be necessary to complete treatment and we appreciate your understanding. Please remember if we have not received your medical history form in advance we will contact you to reschedule.

1. Be on time for your appointment, do not arrive early. If you are late, we will not be able to see you. We are operating to a strict schedule, and we are grateful for your corporation.
2. Please wait at the front door to be let in and you will be greeted by a team member – they will be in personal protective equipment.
3. Place your face covering on when entering the building.
4. Our front desk team will be working behind a shield and may be wearing masks.
5. The nurse will ask you some questions to confirm your health – if you have any symptoms of COVID you will not be allowed to enter the building and the appointment will be cancelled
6. You will be asked to use our hand rub at the hand hygiene station by the front door – please carryout good hand hygiene techniques according to the poster.
7. You will be escorted directly into surgery and seated. The clinical team will be dressed in appropriate person protective equipment and this will be in place for the duration of the appointment.
8. You will be asked to remove your face covering during the appointment and then reapply it before leaving the surgery.
9. Please make sure you have cleaned your teeth before attending your appointment
10. Be aware mouth rinses will **not** be made available to prevent spitting and risk of aerosols
11. As you exit the surgery you will be asked to use a hand rub and escorted to the exit.

Payment.

Payment will be taken by BACS or card payment over the phone.

Communication.

We are trying to limit the amount of paper communication we use. Email is a safe and easy way to be able to contact you. Please make sure we have an up to date email address for you. You can contact us with this information via info@ruthindental.com. Please add our email address to your contact list to prevent emails going into your spam.

You may be asked to complete and send information to us prior to your appointment please do so. If we do not have the correct information 48 hours before your appointment we may have to reschedule.

If you do not have access to or regularly use an email address paper copies are available.

Keeping up to date.

We will keep you up to date of this evolving situation on our website and Facebook Page.

www.ruthindental.com



@ruthindental