

Your New Patient Journey



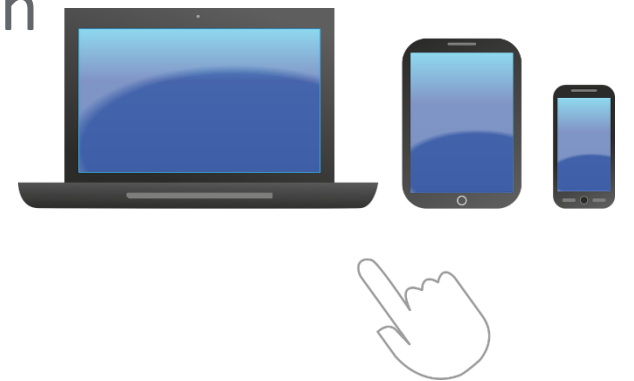
Langmansdental

Before Your Appointment

One of our dentists will contact you to assess your problem and devise a treatment plan.



Where possible, we will ask you to complete and return any necessary forms online.



Before You Leave Home

Our toilet facilities will be out of use so please ensure you have used the toilet and brushed your teeth prior to attending the practice.



Please attend the appointment alone unless you require assistance or are coming with a child or vulnerable person. In which case one other person may attend.

Please bring as little as possible with you as items such as coats, umbrellas and handbags will need to be kept in a box in the reception area during your appointment.



ARRIVING AT THE PRACTICE

Arriving by Car

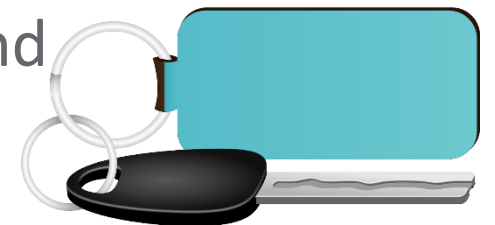
Please park your car and give us a call to let us know you are here.



We will call you back when we are ready for you to walk up to the door.



Please leave all belongings other than your car keys and purse/wallet in your car.



ARRIVING AT THE PRACTICE

Arriving by Foot

Please do not arrive early. We are aiming to minimise patient contact by staggering arrival times. Please bring as little as possible with you.

Stratford Practice – please walk round to the rear door accessed via the car park. There will be social distance markings on the ground to show you where to stand.

Wellesbourne Practice – please wait outside the front door. There will be markings on the ground to show you where to stand.

Please give us a call to let us know you are here.

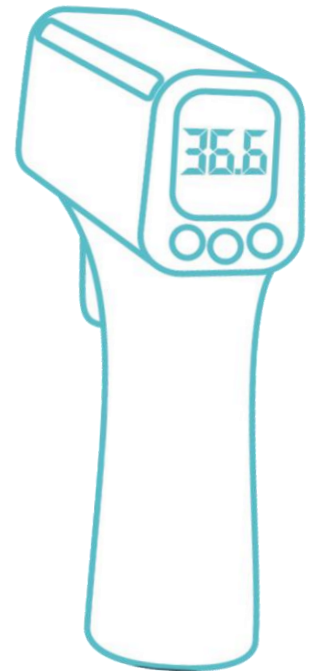


The entrance door will be locked.

Once we are ready for you one of the team will open the door.



They will take your temperature using a no touch thermometer. If your temperature is higher than 37.8 we will be unable to allow you entry and will need to rearrange your appointment.



We will also be taking the temperature of our team members each day.

ENTERING THE PRACTICE

On entering the practice, we will ask you to place coats, umbrellas and handbags in a plastic box.



You will be given a mask and shown how to wear it correctly.



You will then be asked to use hand sanitiser and will be handed a plastic bag to take into the surgery to put your mask in during your treatment.



In the Surgery

You will be taken to one of the dental surgeries where you will be greeted by the dentist and nurse. To provide you with the dental care you need they will be unable to observe the 2 metre social distancing recommendations so will be wearing extra PPE.



You will be asked to sit down and remove your mask placing it in the plastic bag on your lap until the end of the treatment.



Depending on your treatment you may be asked to swill with a hydrogen peroxide mouthwash for 1 minute.

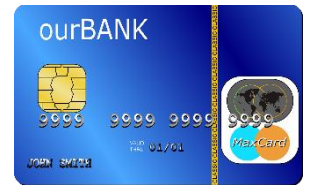


After Your Treatment

Once your treatment is complete you will be asked to put your mask back on.



We will take you to Reception where you can collect your belongings and pay for your treatment. Please note that we are currently only accepting card payments. If this is going to cause a problem please call reception prior to your appointment and they will explain how a cash payment can be made.



You will then be taken to the exit and will be asked to dispose of your mask and clear plastic bag in the bin provided.



Please use hand sanitiser before leaving the practice

