

# Your New Patient Journey



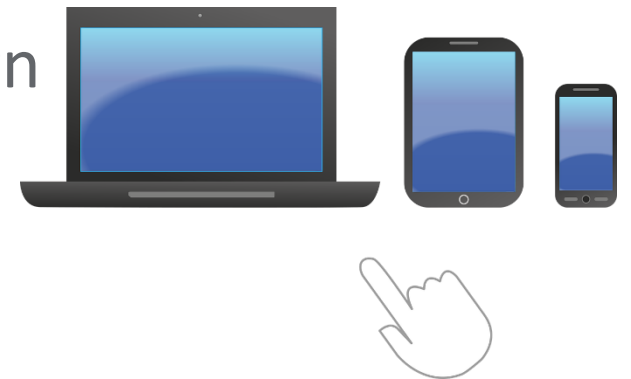
Langmansdental

# Before Your Appointment

One of our dentists will contact you to assess your problem, devise a treatment plan and arrange for our reception team to book you an appointment.



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



# 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.

Bring as little as possible with you as all personal belongings (other than those in pockets) will need to be kept in a box in the reception area during your appointment.



Please wear a face mask to your appointment



# ARRIVING AT THE PRACTICE

## Arriving by Car

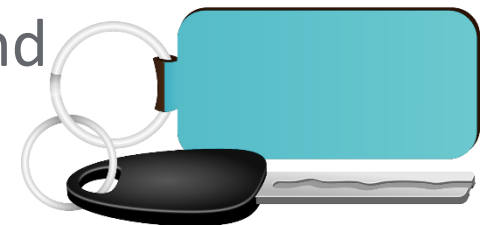
Please park your car and give us a call to let us know you are here.



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.



Please ensure you are wearing your face mask.

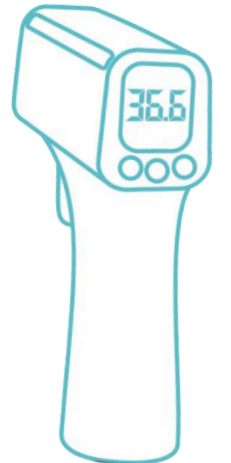


The entrance door will be locked.

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 also take the temperature of our team members each day.

# ENTERING THE PRACTICE

On entering the practice, we will ask you to place personal belongings in a plastic box. Only items that can remain in your pockets throughout your appointment can be taken into the surgery.



Coats must either be placed in the box or worn throughout your appointment. You will not be able to take them off when you get into the surgery.



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.



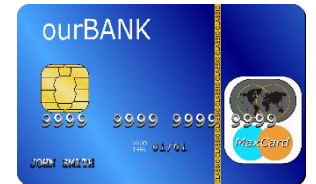


# After Your Treatment

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 pay by card if possible.



You will then be taken to the exit and asked to use hand sanitiser before leaving the practice. If you were given a disposable mask by one of our team (as forgot to bring your own) you will be asked to dispose of it before leaving.

