

# Your Patient Journey at East Barnet Village Dental Practice has changed...

## Changes we have made:

### Before appointment

One of our team will contact you by email before your appointment. We will ask you screening questions about your overall health.



### Booking appointments

All appointments will be made via email or telephone to ensure that the waiting room remains empty.



### Patient flow

In order to maintain social distancing, only one patient will be admitted at time. Our cleaning time in between patients is longer too. This means we have fewer clinical appointments.



### Virtual appointments

For your convenience and in order to keep you safe, we will be continuing with virtual appointments wherever possible.



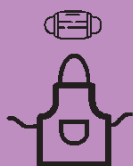
### Payment

We will be operating a contactless card payment system. We can take your card details over the phone or online via BACS transfer.



### Our team

Our team will look a little different. To keep both you and us safe, we will be wearing masks, face shields and gowns/aprons.



### Toilet facilities

In the interest of public safety, our toilet facilities are no longer available for patients. Please make sure to visit the loo before your appointment.



## How you can help:

### If you have COVID symptoms

Please do not attend your appointment if you or anyone in your household is experiencing a fever, continuous cough, loss of smell or cold or flu like symptoms.



### Please attend alone

In the interest of safety, patients are required to attend for appointments alone. Parents will be advised in advance if they are required to attend with their children.



### Please wear a mask

Please wear a mask or face covering when in the communal areas of the practice.



### Please arrive on time

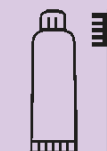
Please arrive at the time of your appointment so that we can ensure social distancing is possible in the waiting area.



We may ask you to wait outside until we are ready for you.

### Tooth Brushing

Please brush your teeth and braces really thoroughly before coming to see us.



### Coats and belongings

Please avoid bringing coats/jackets and bags to your appointment. Any belongings may be stored in the box provided at reception.



### Hand sanitiser

When entering the building please avoid touching any surfaces until you reach our waiting room where we will ask you to sanitise your hands.

