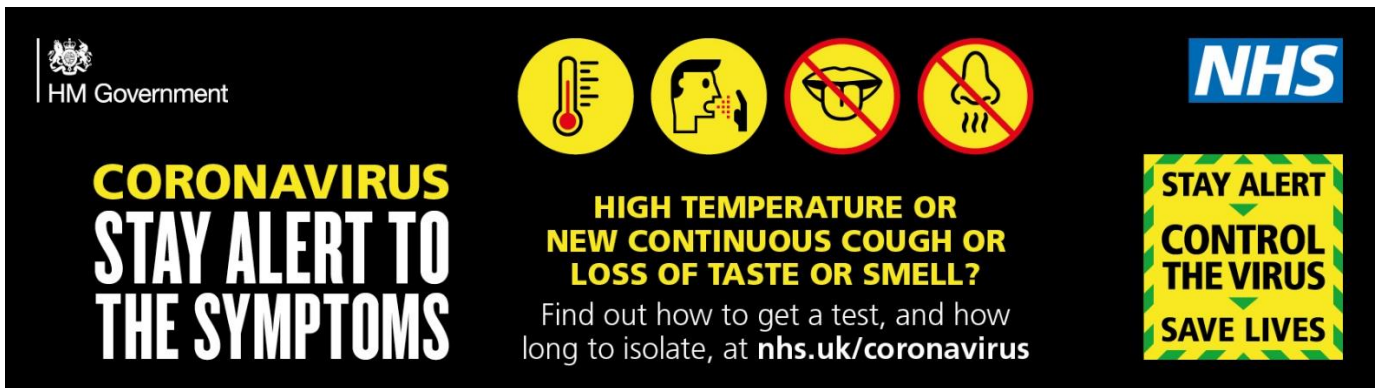


Advice for Patients Attending Bishop's Stortford Orthodontic Practice

The whole team at Bishop's Stortford Orthodontic Practice are working hard to ensure that your visit to the orthodontic practice will be pleasant, effective and mostly importantly a safe experience.

The procedures and protocols that were routinely part of our safe delivery of orthodontic care are already well developed and practiced at Bishop's Stortford Orthodontic Practice. With the COVID-19 pandemic, we have upgraded these routines to ensure that we are offering you the latest in safe orthodontic environments. The risk of virus particle contamination is managed carefully in all areas of the building and surgeries.

IF YOU ARE UNWELL FOR ANY REASON IT IS BETTER NOT TO COME TO THE ORTHODONTIC PRACTICE. IF YOU SUSPECT ANY SYMPTOMS OF COVID-19 PLEASE STAY AT HOME AND FOLLOW THE NHS GUIDANCE.



The banner features the HM Government logo on the left, the NHS logo on the right, and four circular icons in the center: a thermometer, a person coughing, a mouth with a slash, and a nose with a slash. Below the icons, the text reads: 'CORONAVIRUS STAY ALERT TO THE SYMPTOMS', 'HIGH TEMPERATURE OR NEW CONTINUOUS COUGH OR LOSS OF TASTE OR SMELL?', and 'Find out how to get a test, and how long to isolate, at nhs.uk/coronavirus'. On the right side of the banner, there is a yellow box with green borders that says 'STAY ALERT CONTROL THE VIRUS SAVE LIVES'.

IF YOU HAVE BEEN SENT HOME FROM SCHOOL/WORK DUE TO SYMPTONS OR BEING IN CONTACT WITH A POSITIVE COVID CASE, PLEASE REBOOK YOUR APPOINTMENTS AND FOLLOW ISOLATING GUIDELINES.

How we will look after you before, during and after your visit.

Before your appointment:

We will ask you to fill in a COVID-19 questionnaire **BEFORE** you visit the practice. This will be sent to you via a text message two days prior to your appointment.

Preparation at home:

1. Clean your teeth at home as it will not be possible for you to do so at the practice as you might have been used to.
2. Ideally, we would prefer that you do not use the toilet facilities at Bishop's Stortford Orthodontic Practice. This will be helpful to manage infection control and social distancing.



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3. Order any oral health supplies from home via phone or email so that we can have them ready for you to collect during your visit. Please contact reception to place your order and we request that you pay by card over the phone.
4. Do **not** bring anyone with you if this can be avoided. If a family member drives you to the practice, they should wait in the car, we will of course welcome carers who may need to accompany you. If you have to attend with your child, we need to know the reason why you need to attend with your child before the appointment takes place.
5. Please make sure you do not bring any extra jackets and baggage – you will not have anywhere to leave this.

On arrival:

1. On arrival use the local car parks as you used to.
2. Use the check in screen outside the main entrance. If there is an issue, please announce yourself to the staff member at our front door. Keep social distancing on our foot path to the practice. Once you have checked in, please wait on the grass until you are called through.
3. If you have any problems regarding parking or arriving on time please call our receptionist on 01279 758210.
4. We will also ask you to use a hand sanitiser for 20 seconds upon entering the practice.
5. You must wear a face covering whilst inside the building! As a healthcare building, we require all staff, patients and visitors to wear a mask.
6. We are continuing to not use the waiting room – you will be taken straight to the surgery.
7. You will notice our reception team are now behind a screen to protect their work environment. Many of us looking after you will also be wearing various levels of PPE and are most likely going to wear a mask as we greet you. This is because we will be closer than 2m from you.

Your appointment:

1. We will invite you straight into the dental surgery that would have been prepared to provide a safe environment for you.
2. Try to bring as little personal belongings into the practice as possible.
3. Once your appointment has finished, we will ask you to leave via the back door and not the front door at the reception like you used to follow a one-way system.
4. Whilst in the surgery we will book your next appointment for you, if this appointment is not good, please contact the practice to rearrange once you have left.
5. If you come in for your appointment alone, upon request, one of our team members will go out and explain the treatment completed to parents/guardians/carers.

Any appointments that can be conducted virtually will continue to be performed virtually to reduce the risk of exposure. Due to guidelines, we have to reduce the number of patients we see. Please be patient with us. We are working as hard as we can to catch up with the back log.



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NEED TO BUY SOMETHING?

If you need to purchase any products from the practice, please call beforehand. We will have your items ready for you when you arrive to the appointment. If you order an item but don't have an appointment, we can organise with you to collect from the front entrance.



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