

## Mansfield Orthodontic Practice

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01623 641613



### Special arrangements for the resumption of face-to-face appointments during the Covid-19 pandemic Check list for parents & patients before your next appointment

#### Please read this carefully before coming to the practice

- Appointments are by prior arrangement only – you will not be seen if you turn up without an appointment.
- Please make a note of the time and date of your appointment and which building you need to go to.
- Please do not be late, or we will not be able to see you. If you are late, ring 01623 641613 for advice.
- Please wait outside – you will be met at the door and escorted to your appointment.
- Ideally, you should not bring phones, bags or coats into the practice. If you do they will have to be left outside of the surgery in a non-secure area.
- You need to arrive wearing a mask or have your mouth covered with a scarf or a buff.
- Toilets and toothbrushing facilities are not available for use at this time.
- Please note 2m social distancing should be observed at all times in and around the practice.
- Patients will not be seen if their oral hygiene or toothbrushing is poor.
- Your next appointment will be need to be arranged by phone after this appointment.
- Toothbrushes and Retainer Brite can still be bought at Reception but payment must be by contactless card or cash (correct money please – we cannot give change). We can also take credit card payments by phone and can post out items to you.



### Please turn over for further information and guidance before your visit

**Here is a more detailed list of instructions to prepare you for your next visit to the practice**

<b>If the patient needs to be accompanied</b>	It is safer for everyone if patients come in by themselves.	If, however, it is essential for you to accompany the patient, only the patient will be allowed in the surgery but the door will be open and you can sit outside.	You will have to follow the same routine as the patient on entering the building.	
<b>Just before setting off patients must...</b>	Go to the toilet.	Brush their teeth well. No treatment will be offered if oral hygiene is not brilliant, for health reasons.	Wash their hands thoroughly.	Come wearing a facemask, scarf or buff to cover their mouths.
<b>On arrival</b>	Parents can use the carpark behind number 17 for the duration of the appointment. Please don't leave your car unattended as you are likely to get blocked in.	Patients should make their way to the front door of either number 17 or 19 and wait outside until you are invited to come in. It is vital that you go to the right door.	At the time of your appointment, someone will call you in.	You must continue wearing the facemask, scarf or buff to cover your mouth.
<b>Once inside</b>	Patients will be asked to confirm their name, address and date and birth.	They will be asked about their health.	They will be asked to sanitise their hands.	They will have their temperatures taken using an infra-red temperature camera.
<b>In the surgery</b>	Patients will have their braces adjusted and given a verbal update on their treatment progress.	They will be told how to make their next appointment – this will be done by phone.	They can buy toothbrushes etc. at Reception but must pay by card.	They will be escorted out of the building.
<b>The use of the toilet</b>	This will only be allowed for an absolute emergency.		The patient will be asked to de-sanitise the toilet after use with wipes and gloves provided	