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CHANGING DENTAL CARE TO ENSURE A SAFER PRACTICE

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WHAT TO EXPECT AT YOUR DENTAL PRACTICE

For your safety and that of our staff, we have made significant changes to the way we carry out dental care.

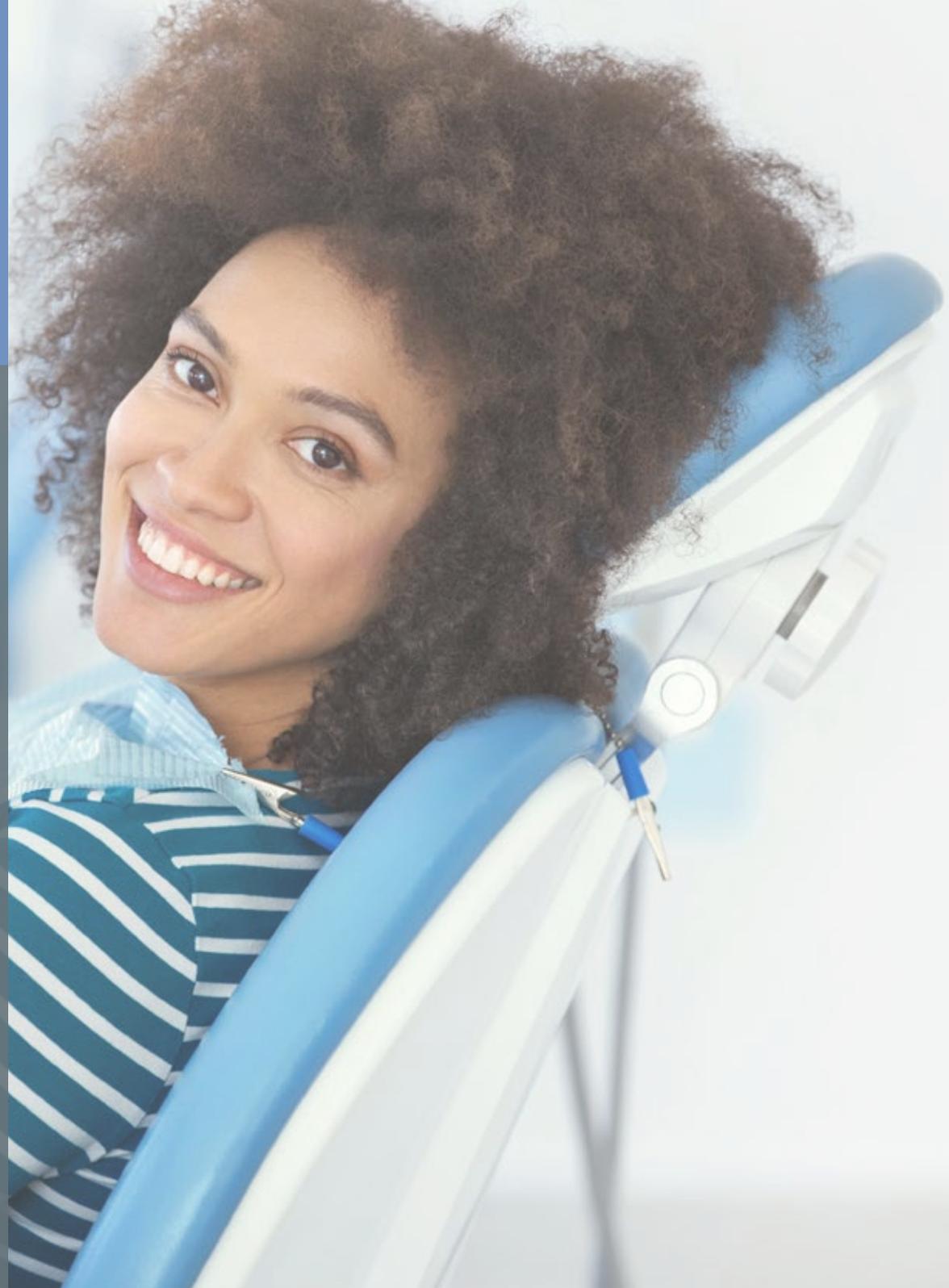
This guide sets out all the new measures that you can expect when you arrive for your treatment.

HOW TO BOOK YOUR NEXT APPOINTMENT

Please book by either emailing or telephoning us. We are having to control who enters our practice so we can ensure a safe environment at all times. Only arrive at our practice if you have already booked an appointment.

Fewer appointments = a safer environment

We are adding a buffer period between patients to allow additional time for decontamination procedures, overruns and preparation time for the next patient. This means we will not have as many appointment slots as we did previously.





BEFORE ATTENDING AN APPOINTMENT AT THE PRACTICE

We will be in touch before your appointment. We may ask you to update your standard medical and dental history and are developing an electronic format. If you have any difficulties with completing the forms, we can help.

Coronavirus screening

We can only see patients when they have completed coronavirus screening either by telephone or the online form that will be on our website soon. This will ensure that we only invite patients to our practice who are risk-free.

If we feel that there's a chance you have contracted coronavirus, even if you are asymptomatic, we will respectfully request for you to delay booking appointments for at least one month.

If we are unable to contact you and do not receive the completed questionnaire in time, we may need to cancel your appointment.

WHEN ARRIVING AT THE PRACTICE

Our front door will be locked. Please telephone us when you arrive in the area rather than coming straight to the door. Once we have confirmed your details on the phone and we are ready, we will meet you at the door and escort you in. Please do not bring additional family members with you unless they are happy to wait in the car or outside the building.

Once you're inside the practice

We ask you to leave personal items, such as a coat or bag, in a clean box at the entrance. The front door will remain locked, however we cannot accept liability for personal items so please limit what you bring into the building. We will take your temperature with a no-touch thermometer. If your temperature is above 37.8°C, you will be unable to enter the practice and will be asked to return home and self-isolate as per current government guidelines.

If your temperature is normal, we will invite you into the practice and ask you to use the antiseptic hand rub provided. If you need to use the bathroom, please inform us. We ask you not to clean your teeth in the practice but please do this at home. We will be regularly disinfecting shared spaces between patients.





CHANGES TO OUR DENTAL PROCEDURES

All dental staff will be using personal protective equipment in line with current recommendations and evidence. We understand that it may be daunting at first when you see us in the new respirator masks, visors and the enhanced PPE. We assure you that we're the same friendly team underneath.

Between appointments, we are adding additional buffers to allow plenty of time for us to disinfect all surfaces. We will ask you to rinse with a special mouth wash to disinfect your mouth before starting treatment.

Aerosol-generating procedures

Many dental treatments are aerosol-generating procedures. This means we have to take additional steps to limit infection as much as possible. We will be using rubber dams and other barrier procedures for more treatments to reduce bio aerosols. For hygiene appointments and others that produce a spray, we will make adjustments to limit any excess aerosols. We will use stringent cleaning protocols and specialised disinfecting air filters, as well as our existing mechanical ventilation systems to help eliminate any environmental contamination.



AFTER FINISHING YOUR TREATMENT

Once your dentist has finished your treatment, you will be escorted back into the reception area. We have to limit interaction as much as possible so we keep within social distancing requirements.

When leaving the practice

We ask you to please pay using card or bank transfer methods. To reduce contact, we would also like to provide bills and receipts electronically and would request you confirm your best email address and give us permission to do this.

You may use our facilities to clean your hands before leaving the practice.