

**ON THE DAY OF BOOKING**  
Studio Manager to send to Patient:

- Medical History incl. Confidential Covid-19 pre-appointment screening questions (updated MH on Dentally)
- Info and instructions on what will happen when they arrive on the day
- Pain Survey (patient to be asked to fill it in if they are in pain)
- NOTE: Dentist will decide if a phone consultation is appropriate, and - if so - they will call the Patient and should instruct the Manager on any further actions. If appointment is still needed after the phone consultation follow all the steps as usual.
- any consent form/s to be emailed to Patient and asked for them to be returned too

allow Patient to ask questions (if/when)

**3 DAYS BEFORE APPOINTMENT**

Studio Manager to check returned forms and follow up with a phone call if:

- Any of the forms that have not been returned (patient to be informed they cannot be seen unless the forms are returned)
- Patient indicated any symptoms of Covid-19 or contact with a confirmed case

check any missing forms and follow up again if needed

**1 DAY BEFORE APPOINTMENT**

Studio Manager to call the Patient and:

- ask if there's been any changes to their MH or if they have been in contact with a confirmed Covid-19 case - if not the appointment can be confirmed verbally for tomorrow, if yes - rescheduled
- If there is any balance outstanding - ask Patient if they are able to pay now to minimise the time they spend in the reception on the day; inform Patient we will not be able to accept cash payment on the day

if a patient has not sent back MH they cannot be seen!

**APPOINTMENT DAY - BEFORE TREATMENT**

- Patient to wait outside in the designated area and only to be called in (phoned/ gesture site specific) once everything is ready for them and the previous client has left the practice/in pod. Reception to inform clinical staff via Dentally message system
- Upon arrival, patient asked to disinfect their hands and put a mask on - all provided at the 'cleaning station' next to the entrance - and wait to be called in. They are also given a plastic pouch to store their mask in when in the Pod. Personal belongings to be placed in storage box.
- Patient's temperature is checked by a nurse (correct PPE to be worn) - if 37.8 C or higher the appointment is to be rebooked - at next appointment all steps to be followed from the beginning
- If temperature is OK Patient is asked to put their larger belongings in a plastic bag (provided) and to place the bag into the designated plastic container in the reception (w/label and mobile

reception area to be disinfected once the Patient is in the Pod

**APPOINTMENT DAY - AFTER TREATMENT**

- before leaving the Pod, Patient is asked to put the mask back on, and to disinfect their hands using the dispenser on the wall outside by the Pod door
- Patient to pay the balance for the treatment (if not settled already) using contactless card
- Patient asked to dispose of the mask and any plastic belonging bags in the bin provided before they leave the practice. IMPORTANT: Patient not to be allowed to leave the practice wearing mask which they wore in the treatment room!
- Studio Manager to call the Patient to book any follow up appointments

any necessary follow ups to be booked

**2 WEEKS AFTER APPOINTMENT**  
or as appropriate

- **IF PATIENT DOES NOT HAVE AN APPOINTMENT BOOKED - 2 WEEKS AFTER THE INITIAL APPOINTMENT:** Patient to be called and checked for any Covid-19 symptoms - if any symptoms are present Patient to be advised to book a test, and any team members who were in contact with the Patient to be informed and to book a test immediately if they notice any symptoms
- **IF PATIENT HAS AN APPOINTMENT BOOKED:** follow all the steps from 1 to 4 as if it was a new Patient