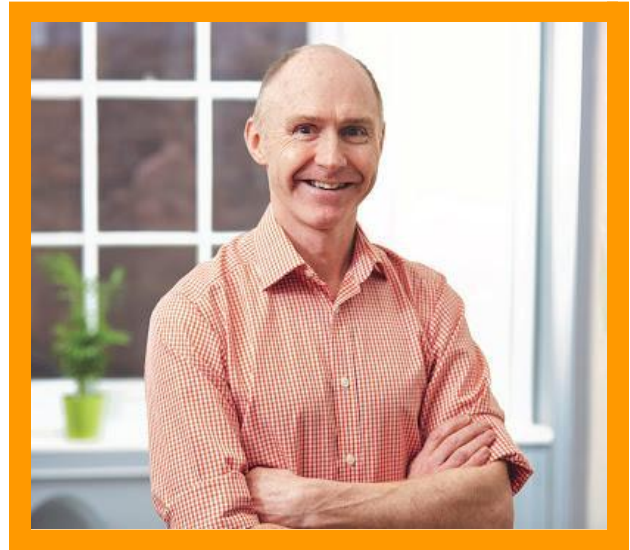


Back To Dentistry We Go...



Our COVID-19 Re-Opening Guide

This guide will provide you with all the information you need regarding your next appointment at Life Dental and Wellbeing. Please take your time to read through this information and feel free to contact us with any further questions.

We would like to thank each and every one of our patients who have remained loyal to our practice during the course of the pandemic. Despite the disruption of COVID-19, we have evolved and adapted to the guidelines and advice given to us. We are now ready to return to the outstanding dentistry that we take pride in providing.



PRIOR TO YOUR APPOINTMENT

A week before your appointment date, you will be sent a link via email or mobile so that you can complete your clinical forms. The forms are compatible with both Apple and Android devices. If you are struggling to fill them in, please contact us and we will be happy to help.

Pre-screening Questionnaire

You must complete a pre-screening questionnaire before you arrive for your appointment. This can be done online or over the phone if you are not able to access a computer. If you answer 'YES' to any of the questions, please expect a phone call from our team to collect some further information regarding your individual situation. If we deem it unsafe for you to attend your appointment we may need to postpone your appointment to a future date.

Welcome

[SIGN IN](#)

Family name (Last name / Surname)*

Date of birth*

Month Day Year(yyyy)

[SIGN IN](#)

THE PATIENT JOURNEY

Please try to arrive as close to your scheduled appointment time as possible to avoid excessive waiting time in the practice. When you arrive for your appointment, the front door will be locked, however the reception team will invite you into the waiting room as soon as it is safe to do so. You will be given hand sanitiser and your temperature will be checked using a contactless device.

Any belongings that you bring with you to your appointment will need to be placed into the secure boxes provided and kept in reception or outside the dental surgery for the duration of your appointment.



Your personal details will be confirmed as well as your completion of the pre-screening questionnaire. If you need to update any information, the receptionist will help you use our digital clinipads.

To follow COVID-19 social distancing guidelines, we have adapted our waiting room. The team will direct you as to where you can wait before your appointment.

KEEPING EVERYONE SAFE



The staff at Life Dental and Wellbeing are fully trained on the current COVID-19 guidelines.

If you are unwell for any reason it is better for you not to come into the Dental Practice. If you suspect you have symptoms of COVID-19 please stay at home and follow NHS guidance.

- ♥ Please attend wearing a face mask and alone where possible.
- ♥ We are currently not handling any cash and we ask that you pay for your treatment with a card. We can also take card payments over the phone prior to your appointment if you would prefer.
- ♥ The patient toilet will only be available in an emergency, so please go before you arrive!
- ♥ Please also ensure your teeth are thoroughly cleaned before attending the practice as there will not be a facility to brush your teeth
- ♥ When in the surgery you will be asked to use a pre-treatment mouthwash as well as a post-treatment mouthwash.

PPE CHARGES



PPE is quickly becoming the new normal and here at Life, we have always had very high standards of PPE in place.

Unfortunately there is now a worldwide demand for protective equipment which has driven up the cost of even the simplest of things such as gloves and aprons.

Differing procedures require different levels of PPE. At Life Dental & Wellbeing we have a higher and lower level the charges for which are currently £24 and £7.50. We will review these charges on a regular basis and they will be removed as costs normalise.

Our industry has been fighting these expenses and trying to find alternate ways but at present it is the only way in which dental practices are able to continue to treat patients safely whilst ensuring all team members are kept safe.

CHANGES TO LIFE DENTAL AND WELLBEING

We have put in some extra measures to ensure all patients and team members are safe. There are full perspex body screens around the reception desk and the waiting area is sectioned in accordance with government guidelines. All areas are wiped down with antibacterial wipes on a regular basis. The reception team wear full face visors or masks at all times.



COVID-19 has affected us all over the past few months and we are now trying to return to our normal working lifestyles.

Our team is well trained and well prepared to look after you whilst you are at the practice and ensure your visit is as safe and relaxed as it can be.

If you have any questions or concerns prior to your appointment, please do call or email us and we will endeavour to put your mind at ease.

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