

# YOUR NEW PATIENT JOURNEY

1

## BEFORE YOUR APPOINTMENT



A few days before your appointment, you will be contacted with a series of health questions to ensure you're not displaying symptoms of COVID-19 or at high risk of the infection.

2

## PAYMENT INFORMATION

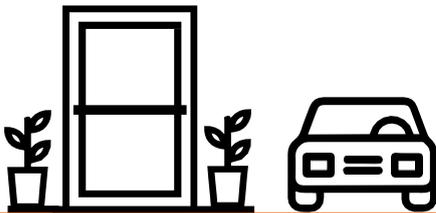


To reduce contact, we kindly request payment to be made online or over the phone by card prior to you attending. We also have disposable covers on our PDQ machines for your safety

3

## DENTAL PRACTICE

In order to maintain social distancing please wait in your car or on the pavement, at least 2 meters away from the practice doors, until instructed to enter.



4

## CHECKS

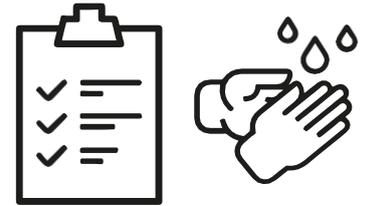
When we are ready to see you, the practice will call you. Please come alone.

Your temperature may be checked using a no-touch thermometer and we will also ask you a few questions regarding your health.



5

## WELCOME

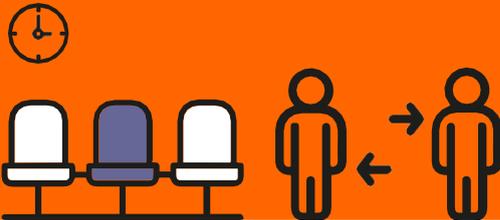


Once you have been screened, we will ask you to sanitise your hands, place your belongings in a safe place and then we will direct you to the treatment room.

6

## PATIENT LOUNGE

If you have been asked to wait in the lounge, please follow social distancing directions at all times.



7

## PPE

Once you're in the surgery, the dentist and nurses may be wearing additional Personal Protective Equipment (PPE) for your protection and theirs.

But under the mask we are still the same friendly faces!



8

## RECEPTION

After your treatment, if necessary, you will be directed to the reception area. If you are not directed there, a team member will help you gather your belongings and show you to the exit.



9

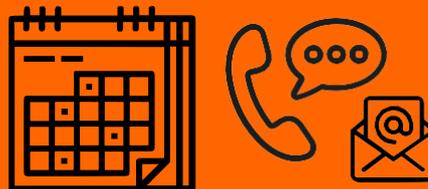
## ADMIN



We are making the experience in our practice as contactless as possible for your safety, therefore treatment plans, receipts etc may be emailed to you, rather than printed at the practice.

10

## NEXT APPOINTMENT



A member of our team will contact you by email or phone and book your next appointment if not booked on the day.

# KEEPING YOU SAFE WHILE KEEPING YOUR MOUTH HEALTHY



132A High Street, Hornchurch, Essex, RM12 4UH

(01708) 442 114

care@perfectsmilespa.co.uk  
www.perfectsmilespa.com

All of our surgeries undergo a thorough decontamination process after every patient and our lounge and reception area, toilets and other public areas are regularly cleaned during the day.