

Your dental appointment during Pandemic:

As all of you are well aware, COVID-19 has presented the entire world with new and incredibly difficult challenges to overcome. Even a simple trip to a local shop has become totally different. Within the world of dentistry, new protocols are essential to protect you and our staff.




Here at Angel Smile and Orthodontics, we have been working tirelessly to improve on our already high levels of infection control to include new measures relating to COVID-19, while trying to make your experience at our clinic as straight-forward and convenient as possible. This document will help to explain the changes we've made.

BEFORE ENTERING THE CLINIC:

- for your safety and ours we currently must follow a CLOSED-DOOR POLICY meaning you will not be able to walk into the clinic without an appointment. All communications prior to your appointment must occur through our new user-friendly enquiry forms on our website or by phone, email and video conferencing.

To save your precious time, we designed simple enquiry forms on our webpage and ask you to submit your enquiry online on <https://www.angelsmile.co.uk/enquiry/>. We will get back to you soon

Three specific online enquiry forms are also available if you wish to specify your enquiry on www.angelsmile.co.uk as below:

 <p>Implant consultation enquiry</p> <p>Click here</p>	 <p>Routine & emergency enquiry</p> <p>Click here</p>	 <p>Smile consultation enquiry</p> <p>Click here</p>
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- We will contact you per call or email and send you an email including the COVID Questionnaire to book you an appointment.

If you have an appointment, please reply to the COVID 19 statement (which will be emailed to you) 24 hrs prior to your appointment and attend the practice when your answer to all questions is (No).

- You will be asked to **fill in and sign medical history, consent forms and treatment plans** via email. Failure to return these prior to your appointment may result in your appointment being cancelled and charges apply.
- Please attend your clinic alone. Chaperones are only permitted if you are below 18 years of age; if you need a translator or if you are in any way incapacitated and need assistance. Kindly inform us in advance.
- Please do not attend your appointment too early or late. Also, please do not bring any excess belongings.
- Wherever applicable, we will request pre-payments for appointments to minimise contact in the reception area.

ENTERING THE CLINIC:

- The door will be locked and you will be buzzed in
- We request that you wear a mask, if you do not have one, one will be provided for you.
- We ask, once you enter the building, that you use alcohol hand gel provided to sanitise your hands.
- When you get to the waiting room, our member of staff will ask to take your temperature and if this is above 37.8C, you will be advised to rebook your treatment and to follow government guidelines
- We will then lead you into one of the surgeries where you may be provided with an apron and asked to rinse with a peroxide mouthwash.

Multi-filter and plasma wave equipped air purification units will continue to be used throughout the day in each surgery and waiting room.

- At the end of your appointment we will take your apron and ask you to put your mask back on.
- Where pre-payments have been taken you will be able to leave the clinic immediately after your appointment. If anything else is needed you will be accompanied into the waiting room again where social distancing measures must be followed. Where you can, please use contactless or apple/android payment to further reduce contact.
- You may use further hand gel prior to leaving the clinic.

THANK YOU FOR YOUR UNDERSTANDING AND HELPING US TO KEEP YOU AND OUR TEAM SAFE