

YOUR VISIT TO THE SMILE CENTRE



Following the changes in the way we now work, please find below a guide explaining what to expect when you visit The Smile Centre

STEP 1

When you make your appointment, payment is also taken at this point. You will be sent a pre-appointment pack with mandatory forms to fill in and return before your appointment date. ***These must be returned or your appointment will be re-scheduled***

STEP 2

If arriving by car please call the practice on 01579 342348 & let us know you've arrived in the car park. **Please remain in your car.** If arriving on foot please call on arrival and wait **at least 2 metres** from the front porch area

STEP 3

One of our team will come outside to collect you. **Please DO NOT bring any personal belongings with you & attend the practice alone.** If you require a chaperone please speak with us beforehand.

STEP 4

On arrival at the practice your temperature will be checked. You will be asked to sanitise your hands and wear a face covering. You will notice that 2m social distancing is present throughout the whole building

STEP 5

All Smile Centre Team will wear the correct PPE (personal protective equipment). Surgeries are disinfected to the highest standards and you will be asked to rinse your mouth with a mouthwash prior to any treatment

STEP 6

Your clinician & nurse will guide you through the whole new process and we will ensure that both our patients and our team will keep as safe as possible. Treatment plans, forms and appointment reminders will all be either email, text or phone.

... FINAL STEP

Once your treatment is finished you will be asked to pop your mask back on and to sanitise your hands again.

You will be escorted back outside

Amy or Jo from reception will then call you to make any further appointments in line with your treatment plan