



Before Your Appointment

1. We ask that you have your medical history form to assess your health completed, via email or with reception staff by telephone, 2 days prior to your appointment.
2. We will also ask you to complete a Covid-19 screening questionnaire.
3. The dentist may contact you for any discussions prior to your appointment.
4. Please prepare children who have a dental appointment. The dentist and nurse will be wearing personal protective equipment (PPE), on your arrival. This might seem scary, but we are the same caring and friendly team underneath!
5. If you are unwell for any reason, please DO NOT visit the dental practice. If you or someone in your household has symptoms or suspected symptoms of Covid-19, stay at home, and follow the recommended public guidance. Please call the dental practice to cancel your dental appointment.
6. Please note we are discouraging cash payments. We accept telephone payments, Apple Pay and Google Pay prior to your appointment. If you are paying by cash, please bring the correct amount in a clear plastic bag.

Attending Your Appointment

1. Please attend alone unless there are exceptional circumstances, for example a parent for those under 16 or a carer.
2. The use of our WC facilities will be strictly limited. We request that you use the toilet facilities at home prior to your visit.
3. Remember to bring your own pen to sign any relevant forms required during your dental appointment.
4. Please attend with the minimal essential items. You will be asked to place these in a closed container when you arrive, to assist in reducing contamination.
5. We ask that you attend wearing a face covering.
6. Attend at your allocated appointment time and not early as you will be unable to wait in the reception area.
7. The premise will be kept locked and entry will only be possible for patients attending with appointments. The main door will not be push button operated. Please call on arrival and a member of our staff will come to assist you.
8. On arrival, you will be asked to sanitise your hands and have your temperature taken.
9. Additional social distancing measures will be in place and our staff will already be in PPE.

After Your Appointment

1. Before leaving the practice, you must sanitise your hands.
2. We are allowing more time between appointments to allow for additional disinfection and decontamination measures across all areas.

At The Smile Suite, your safety is our priority. These extra measures have been placed in line with recommended guidelines for the safety of our patients and staff. Failure to comply with the above guidelines may result in us cancelling your dental appointment.

We thank you for your cooperation and patience currently, and we look forward to seeing you soon!

Thank You

The Smile Suite Team