



COVID-19: Your modified dental journey

Here at The Red House Dental Practice we have always put prime importance in your safety and comfort when delivering your dental care. The practice, as you are aware, has always been a very clean and safe environment.

Following the outbreak of Coronavirus, you will notice some changes when you next visit us as we have redesigned the patient journey. This has been done with a focus on the safety of our patients and our dental team, following the latest guidance from our professional bodies.

We understand that things will be quite different to your usual experience of a dental visit and that you may have concerns and questions. We wanted to give you a feel for what to expect when you next visit us. Even though things are different, the team looking after you are still the same.

Remember, if you have any of the symptoms of Covid-19, please let us know as soon as you can; do not attend your appointment and follow the government guidelines around self-isolation.

Before your appointment

Prior to your visit, where we have your email address or mobile phone number you will be sent details to complete your medical history and run through a detailed Covid-19 screening tool. If you prefer not to or cannot attend please contact the reception team. If we cannot contact you this way you will be contacted by the reception team to run through these details.

On the day of your appointment

Before you leave home, we ask that you have already visited the lavatory, have ensured that you are hydrated and have already brushed your teeth, as we are trying to keep access to the practice toilet to a minimum. Of course it still is available if you do need it.

Please avoid bringing any extra personal belongings, particularly anything large or valuable, only bring necessary items.

When you arrive, the front door to the practice will be locked. To ensure we maintain social distancing between patients, please attend at the practice shortly before your appointment time and ring us to let us know you are here. If you do not have a phone please let us know before and one of our team will be waiting to signal you in.

As the weather is variable, you may want to have a small umbrella with you. Unfortunately if you are late we would have to re-arrange your appointment as it would impact on our ability to maintain social distancing within the practice.

N. PRASAD, B.D.S. (HONS), M.F.D.S. R.C.S. (ENG), R. V. MARSDEN, B.D.S.,
L. FROST, B.D.S., F.D.S. R.C.P.S. (GLAS) SPECIALIST IN ORAL SURGERY

THE RED HOUSE DENTAL PRACTICE
VICTORIA ROAD, MALTON, NORTH YORKSHIRE YO17 7JJ.
TEL. 01653 693809
EMAIL: reception@redhousedentists.co.uk
www.redhousedentists.co.uk



Please respect the 2 metre social distancing markings both outside the practice and within the practice reception area too. As per government guidance, please also wear a face covering. If you do not have one, a mask will be provided when you enter the practice.

If possible, we ask that you attend the practice on your own unless you require assistance or are supporting a child or someone vulnerable. This is so we can keep the number of people on the premises to a minimum.

Entering the practice

When we are ready for your appointment, one of our team will signal you into the practice. They will be wearing a mask, visor and gloves when they greet you. If needed you will be given a mask.

Before you enter the practice we will take your temperature (and that of anyone accompanying you too). If it is above 37.8 degrees you may be asked not to enter the practice, and the team will decide how to best manage your care.

You will be asked the Covid-19 screening questions again prior to entry.

All members of the team are also asked to follow these same steps on a daily basis to ensure the practice is safe for all visitors.

Once you have entered the practice, you will notice that the practice will look a little different, with floor markings, a one way system from the front door to the back door, plastic screens on the reception desk, and signage reminding you about hand and respiratory hygiene. You will be first asked to sanitize your hands and you will be given a tissue to sneeze or cough into if needed during your visit. Please let us know if for any reason you are unable to use the gel and you will be escorted to a handwashing station.

Please do not touch any door handles as you walk through the practice. Before you enter the treatment room, you will be asked to place any loose belongings like your coat or bag in a clean plastic box which will be kept by the reception team.

If you have attended with someone, they will also need to follow the above steps, and will be asked to wear a face covering whilst in the practice, if they do not have their own mask, one will be provided.

You will be escorted directly to the surgery to see your clinical team.

Treatment

Upon entering the treatment room, our team will look slightly different as they will be wearing their enhanced PPE (personal protective equipment). This may mean that it is more difficult to see our faces, but please be reassured that it will be the usual friendly team behind the masks. You can also rest-assured that each treatment room is carefully cleaned and disinfected after each patient.

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Medical histories will be reconfirmed verbally, but presently we will not be asking you to countersign these. Treatment plans and consent for treatment will again as always be confirmed verbally, without the need for immediate countersigning. These forms will be emailed on to you if possible. If needed a printed copy will be available for you to sign with a new pen; you can take home this pen with you after.

Presently, we are not yet able to offer all of our normal services and treatments as this is dependent on the Covid-19 alert level. As this drops our ability to offer more treatment options will return.

If you do need to use the Patient Lounge you will be led there by one of our team. Please use only the chairs marked for use and keep your face covering on whilst waiting. We again ask you not to touch any handles of surfaces whilst waiting.

After your appointment

When your treatment is complete, you will be led to collect your belongings from the box outside the treatment room.

Where applicable we will ask that you pay for your treatment by card. The card machine will be covered with single use cling film and changed after every use. Please do not bring cash to pay for treatment.

Before you leave the practice, you will be asked to use the hand sanitiser one last time, before we say goodbye.

If you have any questions after the appointment we will be able to call you to discuss this further, as for your own safety, our aim is to minimise your time in the practice.

We do hope that with this information you can rest assured that we have implemented all the safety measures possible to ensure your visit with us is safe for both you and the dental team. This will always be our top priority as we work towards getting back to normal and being able to offer all of the services and treatments at the high standards we pride ourselves on. If you have any questions or worries regarding your modified dental journey please do not hesitate to contact us.

This is a new way of working for all of us. We thank you for your patience. As always we appreciate any feedback you may have and welcome any suggestions you can offer.

We look forward to welcoming you back to the practice soon.

The Red House Team

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