

PRACTICE REOPENING GUIDE



Measures to keep both you and our team safe during COVID-19

1 PATIENT PRE-SCREENING.

Before your appointment you will be sent a questionnaire and be asked about COVID-19 symptoms and your risk group.

2 EMERGENCY AND PAIN APPOINTMENTS PRIORITIZED.

We will triage you and you may have a phone or video with one of our dentists before booking.

3 ONLINE CONSULTATIONS.

To save you having to travel to see a dentist, we will offering video and telephone consultations.

4 BEFORE YOUR APPOINTMENT.

You will be sent forms to complete online and payment will be made over the phone or online to save your time and minimize contact.

5 COMING TO YOUR APPOINTMENT.

Please come alone for your appointment if possible. If you need a parent or a guardian, only 1 other person should be with you. Try and use the toilet before leaving home and avoid bringing large coats and bags with you.

6 ARRIVE ON TIME.

Be on time for your appointment. Follow the instructions on the door on arrival.

7 HAND HYGIENE.

You will be provided with hand sanitizer on arrival at the practice and may be asked to wash your hands.

8 SOCIAL DISTANCING.

Social distancing will be enforced everywhere except the treatment rooms. We will be staggering our appointments to minimize number of people at our practice at any one time.

9 TEAM PERSONAL PROTECTIVE EQUIPMENT (PPE).

The Brightside clinical team will be wearing gloves, face masks, and eye protection at all times, with advanced measures for certain procedures.

10 VIRTUAL RECEPTION.

Appointments will be booked by email and phone only, with payments taken over the phone, online or by bank transfer.

11 CONTACT DETAILS.

Please make sure we have your correct address, phone number and email address.