



DENCHIC  
DENTAL SPA

ENSURING SAFE DENTAL  
CARE AT DENCHIC

The image shows the reception area of Denchic Dental Spa. On the left, there is a white reception desk with a wood-grain base. On the wall behind the desk, the Denchic logo (a stylized 'D' in an oval) is mounted above the text 'DENCHIC DENTAL SPA'. To the left of the desk, there is a window with a vase of white flowers. In the foreground, there is a glass coffee table with a small white decorative object on it. The background shows a waiting area with a light-colored sofa and a wall-mounted display of dental services.

# WHAT TO EXPECT AT DENCHIC

For your safety and that of our staff, we have made significant changes to the way we carry out dental care. This guide sets out the new measures that you can expect when you arrive for your treatment.

Currently we are planning a phased reopening, and the enclosed information guides you through Phase 1.

Phase 1 focusses on urgent care and prioritises anyone experiencing acute pain, swellings or lost fillings/crowns whether registered or not registered. The guidelines state that aerosol generating procedures are still deemed unsafe to perform (the use of water spray leads to saliva particles being emitted into the air) but we will do everything we can to offer the most effective treatment with the facilities we are allowed to use.

## **Beyond Phase 1: Aerosol generating procedures**

Many dental treatments are aerosol generating procedures. This means we have to take additional steps to limit infection as much as possible. More guidance will follow on this shortly.

A close-up photograph of a hand holding a white pen, poised to write on a laptop keyboard. The background is a blurred view of a laptop screen and keyboard.

# HOW TO BOOK YOUR NEXT APPOINTMENT

Please book by either emailing us or calling. We are having to control who enters our practices so we can ensure a safe environment at all times. Only arrive at Denchic if you have an appointment booked.

Priority will be given to emergencies or patients with a long-term problem. A current list has already been made.

## **Fewer appointments = a safer environment**

We are adding a buffer period between patients to allow additional time for decontamination procedures, overruns and preparation time for the next patient. This means there will be fewer appointment slots.



# BEFORE ATTENDING YOUR APPOINTMENT

You will be contacted prior to your appointment by phone for a Covid 19 risk assessment and completion of a new medical history

## **Coronavirus screening**

We can only see patients when they have completed coronavirus screening. This will ensure that we only invite patients to our practice who are risk free.

We will respectfully request for you to delay booking appointments if there's a chance you have contracted coronavirus even if you are asymptomatic. Any patient or family member who has symptoms or thinks they may have symptoms of coronavirus will have their appointment rebooked. These symptoms include; fatigue, fever, persistent cough, sore throat, shortness of breath, diarrhoea, loss of taste and/or smell.



# ARRIVING AT THE PRACTICE

To minimise face to face contact, we will contact you prior to your appointment for payment. Our front door will be locked. Upon arrival, a member of our team will escort you in. Please arrive promptly, if you are late, we may have to rebook the appointment. A charge will incur for a private appointment.

One adult is able to attend with a child. If you usually require support only one carer may accompany you. The accompanying adult will also require a Covid 19 risk assessment prior to the visit.

## **Inside the practice**

When the dentist is ready to see you, a member of staff will unlock the main door and ask you to stand back. On entering you will be requested to use the hand sanitising gel and place any small belongings in a box which is disinfected after each patient.

Please ensure you attend with minimum belongings on the day.

Leave your buggy/trolleys at home or outside. The front door will remain locked and we cannot accept liability for personal items. Please leave personal items, such as a coat or bag, at the entrance as directed.

Please note our toilet facilities will be out of use. We will be regularly disinfecting shared spaces between patients. There will now be a strict no eating policy for patients within the building.

A photograph of a dental office. In the foreground, a grey dental chair is visible. In the background, a monitor displays the Sirona logo. The room is bright and clean.

# CHANGES TO OUR DENTAL PROCEDURES

All dental staff will be using PPE in line with current recommendations and evidence. During certain procedures a more elaborate PPE will be worn by the dentist and their nurse, which may hinder their voice so please bear with us.

All staff will be wearing a surgical mask at all times. We understand this maybe daunting at first and advise you to pre-warn younger children before your visit to prevent them from becoming frightened on the day. We assure you we are the same friendly team underneath.

When the dentist is ready to see you, you will be asked to enter the treatment room directly. Please avoid touching any surfaces and handles.

Once you enter the surgery and have been seated, the door will be shut for the duration of the appointment. The dentist and nurse will be in attendance at all times and will not leave. Please refrain from coughing, rinsing and spitting in the building as much as possible.

Between appointments, we are adding additional buffers to allow plenty of time for us to disinfect all surfaces.

# AFTER FINISHING YOUR TREATMENT

Once your dentist has finished your treatment you will be escorted back into the reception area. We have to limit interaction as much as possible so we keep within social distancing requirements.

## **When leaving the practice**

Payment can only be made using contact free payment methods. To reduce contact, we will provide receipts via email. At present we will not be accepting cash or cheques.

