Thank you for booking an appointment with us at Lion Dental Centre. Firstly I’d like to thank you for your patience and understanding over the last few months. We are so happy to be able to start seeing our wonderful patients again.

So now that you have booked an appointment we need to inform you that things will be different to when you visited last time. We have set up procedures to protect you and the staff and to prevent the spread of this terrible virus. We are following guidance from the British Dental Association. If you have any questions after reading through this information please do call the practice on 01384 376336 or 01384 379291 or email info@liondentalcentre.co.uk. The staff will be on hand to answer any questions or concerns you may have. We have also produced a video showing you how the procedures will work which you can find on our website [www.liondentalcentre.co.uk](http://www.liondentalcentre.co.uk)

Please leave all your belongings and coats in the car and attend the practice on your own. If you need a carer please let us know before your appointment. Please use the toilet before you set off for your appointment as you will not be able to use the toilets on site.

1. Please arrive 5 minutes early for your appointment. If you are late you will not be able to be seen.
2. Wait in your car and call/text 07483124941 to say you are here. Give your name and date of birth. If you are coming by foot please wait outside. There are some benches near the practice. Do not come to near the practice on arrival.
3. When the dentist is ready the dentist will call you and ask you some questions about COVID-19. They will also ask about your medical history and about any dental problems you have.
4. You will then be invited to make your way to the practice and will be told to go door 1 or door 2 depending on which treatment room you are to be seen in. The doors are clearly marked. This is very important DO NOT TOUCH THE DOOR – please wait outside and a member of staff will open the door for you.
5. If you have a face mask or face covering please wear it when attending for your appointment. If you do not have one we will provide one for you in a basket outside the practice. Once you have placed this on the member of staff will take your temperature. If it is above 37.8 you will be asked to leave and you must call the practice to re-book
6. You will then be invited in and be directed to the hand sanitising station.
7. You will then be directed to the treatment room – again please DO NOT TOUCH THE DOOR – the member of staff will open the door for you
8. Whilst you are in the treatment room please avoid touching anything where possible
9. When the dentist has finished your appointment a member of staff will open the treatment room door for you and you will be directed to the hand sanitising station again.
10. A member of staff will then open the front door for you. You must call from in your car to book any further appointments or to pay for your appointment where necessary. If you do not have the practice numbers a card will be left in the basket outside for you. If any paperwork is needed it will be emailed to you and you will be asked to return this signed via email. Reception staff and answer any queries on this.

I know this process may seem daunting, and the staff will all be wearing PPE, which will be a bit frightening, but please rest assured these measures are to prevent the spread and protect patients and staff. We will be following strict infection control procedures in between patients and at the end of the day too.

If you have any questions please do not hesitate to get in touch.

Thank you for your support!

Lion Dental Centre