

YOUR NEW PATIENT JOURNEY



1 Schedule an appointment



Appointments can be scheduled via telephone or email and our reception team will email you an appointment confirmation. To reduce patient volume at reception, we kindly ask patients not to attend the practice to arrange an appointment.

2 Patient portal



We will email you a link to your patient portal 48 hours prior to your appointment, which will enable you to sign any required forms. You will also be asked a series of health questions to ensure you are not displaying any symptoms of Covid-19.

3 Before your appointment



To reduce contact within the practice, our reception team will contact you 24—48 hours prior to your appointment to request payment via telephone and we will email you a copy of your receipt.

4 Arriving for your appointment



Please wait in your car until you are greeted by a member of the team and wear a face mask before entering the practice.

5 Welcome



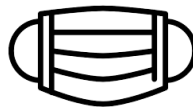
A member of the team will welcome you into the practice and will ask you to sanitize your hands before directing you through to the surgery.

6 Waiting room



If you are asked to wait in the waiting room, please ensure you follow social distancing measures at all times and wear a face mask.

7 PPE



Once you're in the surgery, your dentist and dental nurse will be wearing additional personal protective equipment. This is for your protection and theirs, but do not worry, we are still the same friendly faces.

8 Estimates



Consent forms and estimates will be generated in the surgery and will be emailed to you after your appointment. We will ask you to sign via our practice clinipad (iPad) before we start your treatment.

9 Reception

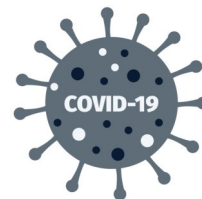


After your appointment, you may be directed to reception to book additional appointments. If the reception area is busy, to maintain social distancing, we may contact you via telephone.

10 Deep cleaning



Once you have left the practice, our designated dental nurse will thoroughly disinfect the surgery ready for the next patient.



Please report any symptoms of Covid-19 within 14 days of leaving the practice to our reception team.

Our new safety measures have been implemented to keep our patients and staff safe and to keep you all smiling.

We would like to take this opportunity to thank you all for your patience.



Brenchley Dental

01892 723 529
info@brenchleydental.co.uk