

**Patient Information for upcoming appointment**

Please read through the following information carefully as failure to comply with the new practice protocols may result in your appointment being postponed.

1. You will be booked in for an initial assessment. The dentist will endeavour to do what they can in this appointment but if a longer treatment appointment is required this will need to be booked in for a later date.
2. You may be seeing a different dentist to the one you usually see for the urgent appointment. You can go back to your regular dentist when routine dentistry resumes.
3. Please come with essential items that can fit into pockets i.e. keys and mobile. DO NOT bring extra baggage i.e. shopping bags. Excess baggage may have to be left outside the surgery room unattended.
4. Toilet facilities will be CLOSED and used in the event of an emergency only. Please brush your teeth before you attend as you will not be able use the practice facilities.
5. The front door will be locked. Please knock on the door on arrival/call reception and a member of staff will open the door at the time of your appointment. Please come at the EXACT time of your appointment.
6. EARLY - If you arrive early you will be asked to wait outside.
7. LATE – if you arrive more than 10 minutes late for your appointment you will have to reschedule the appointment as adequate time is required between patients to clean the surgery
8. We will be taking your temperature before entering the surgery. If you record above 37.2 degrees celsius, we will have to reschedule the appointment. Please allow enough time to get to the practice so that you are not rushing as this can increase your body temperature
9. We will not be accepting any cash payments. We will only be accepting card payments ideally contactless payments.
10. Please bring your own **BLACK INK PEN** to sign paperwork. A pencil is not acceptable to use.

I have read and understood the practice standard operating procedures. I hereby abide consent to the above protocols.

**Print Name: Date:**