

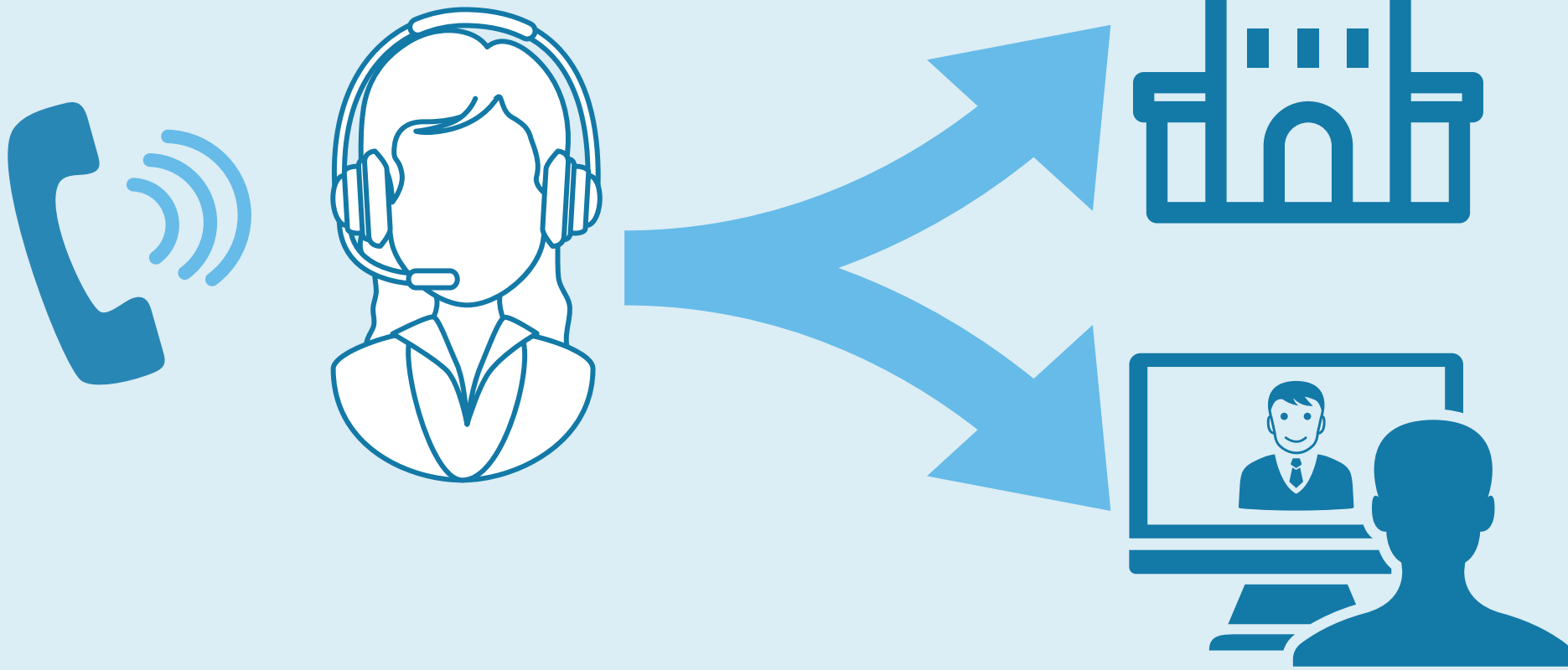


Triangle Dental

# PATIENT JOURNEY

## What to expect when we reopen from 22nd June 2020

### PATIENT CALLS



When you call, we will carry out a risk assessment and decide together if it is in your best interest to attend for a face-to-face appointment, or a virtual appointment

### UP TO DATE DETAILS



A link may be sent to your mobile or email address before each appointment. This will contain contactless forms to update your medical history. Please fill these out before you attend the surgery.

### VIRTUAL CONSULT (if required)



We may ask you to take some photos if possible before the virtual appointment. You will see your Triangle Dentist via video and discuss your problem. We will then be able to arrange your treatment (if necessary)

### AT THE PRACTICE



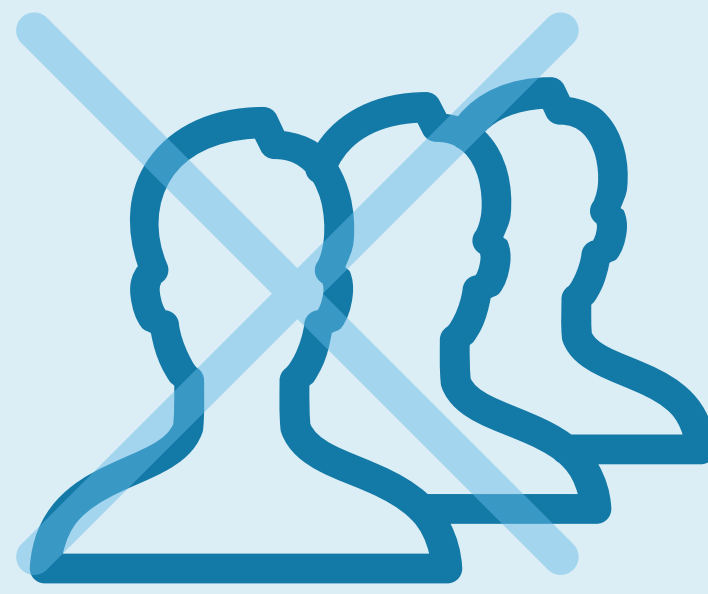
Please ring the intercom and wait to be let inside, respecting social distancing as much as reasonably possible.

Please attend at your appointment time, we will be unable to let you in before your appointment time. With appointments being carefully timed, If you are late for your appointment, we may need to rebook.

# INSIDE THE SURGERY



Please use the contactless alcohol gel dispensers to clean your hands on arrival.



To prevent the spread of the virus, we are minimising use of waiting rooms and toilets. Should you wish to use the toilet, please ask a member of staff.

# THE TEAM



For your safety, we will be using Enhanced PPE.

We might look a little different to what you are used to. Please be assured that underneath the PPE, we are the same Triangle team that you know and love!

# ADDITIONAL PRECAUTIONS



We may request that you rinse with a hydrogen peroxide mouthwash. This has been shown to be effective against coronavirus.

# AFTER YOUR APPOINTMENT



We will be implementing contactless payment methods including email, Apple Pay and Samsung Pay



Your next appointment will be made over the phone.