



Castle Dental Care  
First Floor  
Tangmere Square  
Castle Vale B35 6DL

# Dental Treatment during the Covid 19 Pandemic

This leaflet is going to explain the procedure of treating our patients from 8th June since the Covid alert level remains at category 4. At this current time we are not carrying out any **Routine treatment or Hygiene services** we will be prioritising four existing patients who have dental emergencies. Please **do not** attend the practice unless you have an appointment. Please dial **0121 7476539** if you have a dental emergency.

## When you call the practice

Due to maintaining confidentiality we ask you if possible to call the practice yourself, if under 16 a legal guardian should make the call. When you ring the practice you will need to confirm your full details and you will be asked what the nature of the emergency is by the receptionist. She may ask a lot of questions, this isn't intrusive it is just about trying to obtain the correct information. She will place your details onto our triage list and a Dentist will call you back, it may not be immediately but will be as soon as possible. Please ensure you give your correct telephone number to the receptionist.

## When you receive a call back

When one of Dental Practitioners call you back you will be asked a series of questions, these will include if you or a family member have or is suspected to have Covid –19 symptoms.

The dentist will assess your emergency and if required you will be added to the urgent appointment list, a receptionist will call you back to make a suitable appointment— choice may be limited in regards to appointment dates and times as they will be managed to allow for social distancing between patients. Please be aware as we are still trying to limit patient numbers, you may not automatically be offered an appointment if your dental concern can be self managed.

If you have suspected Covid-19 symptoms or are in 'high risk/shielded' category an outward referral will be made for you to be seen at a suitable site.

## Booking of appointment/attending appointment

One of our receptionists will call you back, you will be asked if you pay for your dental treatment or whether you are exempt from NHS charges. In compliance with social distancing rule and for safety of staff and patients we will ask for payment to be taken over the phone if possible. Reception will advise you that a consent form will be signed on your behalf—please ensure correct exemption details are given. If once you have booked your appointment and show Covid-19 symptoms it is important you inform the practice as soon as possible.

The receptionist will run through the procedure in place when you attend your appointment which is as follows:

- Please arrive promptly for your appointment time, please do not bring any unnecessary items
- We ask for you to attend appointments alone where possible with the exception of children and patients with carers
- When you arrive at the practice, remain in your vehicle or outside the front door **PTO**

- You will receive a call back from us when we are ready for you to make your way to the entrance, where you will be greeted by a member of staff
- You will be asked the Covid 19 screening questions again on arrival
- Your temperature will be taken on arrival at the practice and you will be asked to use hand gel before entering the clinical area
- You will be escorted to the designated surgery, our staff will be attired in full PPE this is to protect patients and staff
- At this point treatment provided will be limited to emergency treatment only to alleviate your dental pain. Further treatment may be required once we return to more routine dental care
- Once treatment is completed you will be requested to use hand rub on exiting the surgery and a Nurse will escort you downstairs

We hope this leaflet has helped patients to understand how we will aim to deliver care to our patients and how they can help to make the process flow as smoothly as possible

We would like to extend gratitude to all of our loyal patients for bearing with us at this difficult time, please check our website [www.castledentalcare.org.uk](http://www.castledentalcare.org.uk) for ongoing updates

### **Remember**

- To wash your hands more regularly with water and soap for at least 20 seconds
- Observe social distancing rule of 2m
- Only leave your house when absolutely necessary