

Solihull Orthodontic Centre - Patient Pathway

The procedures and protocols that are part of the safe delivery of orthodontic care are already well developed and practiced at Solihull Orthodontic Centre. The risk of virus particle contamination is managed carefully in all areas of the building and throughout all aspects of your treatment.

Please read the following guidance that will help us to look after you during your visit.

- If you are unwell for any reason it is better to not come to the Practice. If you suspect you have symptoms of COVID-19 please stay at home and follow NHS guidance.
- Please bring your completed Medical History Questionnaire (if we have sent it to you) and the new COVID-19 questionnaire that you should have downloaded from our website.
- Please remember to bring your plastic payment card if you need to pay for treatment or purchase any products. We are unable to accept payment by cash or cheque because these introduce extra levels of contamination risk that we are keen to avoid.
- We are operating a 'closed door' policy and you will not be able to use the waiting room.
- Please arrive promptly 10 minutes before your appointment time and telephone the Practice on 0121 7112119. This is to complete additional COVID-19 paperwork. If you are late, we may not be able to see you.
- If you arrive by car, please wait in your car until called in by one of our staff. If you arrive by taxi, by foot or bike please be prepared to wait outside.
- We would prefer all patients to attend by themselves, however:
 - Patients under the age of 16 may enter the Practice with one adult only if essential.
 - Patients over the age of 16 who need the help of a carer may attend with one adult only.
- Please do not bring siblings, other family members or friends to the Practice.
- Please do not bring any bags or personal belongings into the Practice.
- Our receptionists are here to help you and are now behind a screen to protect their work environment.
- Please clean your teeth and braces at home - you will not be able to use the facilities at the Practice to do this.
- Please use the toilet facilities at home rather than at the Practice.
- We will call you when you are able to enter the Practice.
- On entering the building you will be met by a member of staff and asked to sanitise your hands. We ask that you try not to touch anything as you move around the building.
- We are all likely to be wearing a mask or visor as we greet you. This is because we will be closer to you than 2 metres.
- In the surgery your orthodontist/orthodontic therapist and dental nurse will be wearing extra PPE (visor, facemask, apron and goggles). For some procedures we may need to wear a respirator mask and gown.
- We will give you a tissue to hold throughout the appointment. This is for you to be ready to catch a sneeze or a cough helping to keep the surgery environment clean.
- Your appointment will be as normal except that the room may be cool for you as we have fresh air circulating.

- We will not be arranging follow up appointments in the Practice. You will need to phone the Practice from outside immediately following your appointment.
- Your routine appointments will be further apart than before the COVID-19 pandemic. We are only able to operate 2 surgeries at the Practice rather than 3 for the time being. We will make adjustments to your brace to accommodate this and to ensure that treatment is not prolonged excessively.
- If you wish to discuss any aspect of your treatment, we are happy to do this remotely by phone. Either Dr Coley-Smith or one of the orthodontic therapists will be available to do this.