

Solihull Orthodontic Centre Patient Pathway – Updated June 8th 2022 (Original 8/6/20)

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 please do not come to the Practice. If you suspect you have symptoms of COVID-19 please stay at home and follow NHS guidance.
- New patients please bring your completed Medical History Questionnaire (if we have sent it to you).
- Complete and submit the COVID-19 questionnaire from our website by 8.30am on the morning of your appointment. Please do not submit it the day before as it will not be accepted.
- Please remember to bring your plastic payment card if you need to pay for treatment or purchase any products. If you wish to make a payment by cash, please bring the correct amount as we will not be able to give you any change. You will be asked to place any cash directly into a plastic bag so that we can avoid handling it. Cash may introduce extra levels of contamination risk that we are keen to avoid.
- We are operating a 'closed door' policy and are limiting the number of people who are able to use the waiting room at any one time.
- Please arrive promptly five minutes before your appointment time and telephone the Practice on 0121 711 2727 or 0121 7112119. If both phones are engaged, please ring the doorbell and a Receptionist will come to you as soon as she is able.
- If you arrive late we may not be able to see you.
- We would prefer all patients to attend with one adult only.
- Please do not bring siblings, other family members or friends to the Practice.
- Please do not bring large bags or personal belongings into the Practice. Mobile phones or keys must be kept in your pocket and must not be put down on any surfaces.
- You **must** wear a face mask to enter the Practice unless you are able to show evidence of exemption otherwise we may not be able to see you. We may offer you a visor instead of a mask.
- 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.
- Please use the toilet facilities at home rather than at 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 will all be wearing a mask as we greet you. This is because we will be closer to you than 2 metres.
- 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 would like you to make your next appointment with your clinician before you leave the Practice. If you are not able to do this 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 will make adjustments to your brace to accommodate this and to ensure that treatment is not prolonged excessively.
- You will be asked to re-sanitise your hands before you leave the building.
- If you wish to discuss any aspect of your treatment we are happy to do this remotely by phone or either Dr Coley-Smith or one of the orthodontic therapists will be available to speak to you outside following your appointment.