

Scotstoun Dental Practice

COVID-19 UPDATE

Information for patients who have been advised to attend the practice for an emergency appointment

If you have phoned the practice and they have booked an emergency appointment for you, there are some things worth noting about your visit;

When booking your appointment over the phone, the member of staff you are speaking to will require the following – up to date address and telephone numbers, an up to date list of any medical conditions or medications that you are taking.

Prior to your appointment you will be asked a series of COVID-19 screening questions. If there are any changes to your answers on the day of your appointment you MUST NOT attend and should phone the practice for advice.

On the day of your appointment, please turn up AT THE TIME of your appointment. Staff will be unable to let you in to the practice if you arrive early as appointments will be staggered to facilitate social distancing and adequate disinfection of the surgery between patients.

Please attend your appointment alone. Children and patients with carers may attend with one parent/carer who will be asked to wait in the waiting room during the appointment or may be allowed to stand at the door of the surgery.

Please note patients will not be able to use the toilet facilities at the practice at this time.

When you arrive, please ring the doorbell, stand back and wait for a member of staff to answer the door. We ask that you are patient as staff may be busy answering phone calls or disinfecting the surgery. When a member of staff has opened the door please allow him/her to return behind the desk before stepping inside the building.

Please disinfect your hands at the door with the alcohol gel provided and proceed to the tape marker on the floor at the reception desk, where your details will be confirmed and the COVID-19 screening questions will be repeated.

We ask that you bring minimal belongings with you. There will be a box at reception where you can safely place anything you do bring whilst you are in surgery. This box will be disinfected after every patient.

Please wait at the reception desk until you are called in to the surgery.

You will notice that at reception and in surgery, staff will be wearing masks, gloves, visors and aprons when you arrive. We appreciate that this is not what you are accustomed to but please be reassured that the same familiar smiling faces are still there hiding under the masks!

After your appointment, please return to the desk to pick up your belongings. If any payment is due this will be via contactless card payment only and we are unable to offer receipts at this time.

On leaving the practice, please remember to disinfect your hands again using the alcohol gel at the door.

We thank you for your co-operation during these unusual times!

The Scotstoun Dental Team