



HELLO

Hello, we are delighted we are able to once again start treating all our wonderful patients!

In order for us to provide as safe an environment as possible for both patients and staff, we have set out below the procedures which will be undertaken by Belmont Orthodontic Centre whilst the coronavirus pandemic is still prevalent within our society.

- All patients/patients parents/carers are asked to leave all items of personal belongings at home or in the car. If the patient cannot leave personal belongings outside the Practice, they will be locked in a lidded container outside the Surgery. If patients wish/need to bring their mobile phones with them please note this must be placed in their pocket prior to entering the Practice and must remain in their pocket until they exit the building. Also, patients may like to bring a **SMALL** bottle of water with them which must remain in their possession at all times.
- All patients should ensure they arrive at the Practice within 5 – 10 minutes of their allotted appointment time. Please be mindful of the need for social distances measures to be adhered to outside the practice. If you are able to, please wait in the car until your allotted appointment time before approaching the silver intercom buzzer by the practice door. Please press the button and speak to the receptionist who will ask you if there have been any changes in your COVID symptoms since you were asked these questions on booking the appointment. To remind you, the main symptoms of COVID 19 are:

*A new continuous cough, or three or more coughing episodes in 24 hours, high temperature or fever, the loss of, or change in, sense of smell or taste.*

**PLEASE NOTE THE PRACTICE DOOR WILL REMAIN LOCKED AT ALL TIMES AND WILL ONLY BE OPENED IF YOU HAVE A SCHEDULED APPOINTMENT.**

- **PLEASE NOTE: WE ARE ASKING THAT PATIENTS ONLY ENTER THE PRACTICE (UNLESS YOU HAVE ALREADY DISCUSSED THE PATIENT REQUIRING A CHAPERONE WITH THE RECEPTIONIST AT THE TIME OF BOOKING YOUR APPOINTMENT).**
- When the receptionist has buzzed you in, you must enter the building and immediately sanitise your hands using the hand sanitising unit located at the bottom of the stairs before making your way to the designated surgery which the receptionist will have advised you of. **A poster will be placed on the wall directly above the hand sanitising unit which shows the correct procedures for thorough hand washing/sanitising.**
- Please observe the catch it, bin it, kill it advice given by NHS England if you need to sneeze or cough (poster showing this etiquette are on display within the Practice).
- **PLEASE NOTE THE USE OF THE TOILET FACILITIES WILL NOT BE AVAILABLE AT THIS TIME DUE TO CONTAMINATION RISK. WE WOULD ALSO POLITELY ASK THAT YOU BRUSH YOUR TEETH PRIOR TO ATTENDING AS THE SINK IS NOT TO BE USED FOR TOOTH BRUSHING PURPOSES.**
- **IF POSSIBLE, PLEASE AVOID TOUCHING ANY HANDRAILS WHEN ASCENDING OR DESCENDING THE STAIRS.**
- **We ask if ALL patients, could please bring their own pen with them to their appointment for the purpose of signing any required forms.**
- Once your appointment has been completed, please visit the Reception Desk to make your next appointment. Can parents/guardians please ensure the patient has a record of the days they can attend **approx. 8 - 10 weeks after this appointment.**
- **PLEASE ENSURE YOU SANITISE YOUR HANDS ONCE AGAIN PRIOR TO LEAVING THE BUILDING USING THE HANDRUB STATION. PLEASE NOTE WE HAVE HAND SANITISING STATIONS AT THE BOTTOM AND TOP OF THE STAIRS.**
- If any patient requires to purchase toothbrushes, interproximal brushes, retainer brite or any other items from us, we would ask they do this by approaching the Reception Desk and paying using **CONTACTLESS PAYMENT** if at all possible. Otherwise an honesty box will be placed on the shelf outside of the Reception Desk

for cash payments. **PLEASE NOTE HOWEVER THIS WILL NEED TO BE THE CORRECT MONEY AS NO CHANGE WILL BE GIVEN.**

Prices for all Sundries are as follows:

|                                      |                      |
|--------------------------------------|----------------------|
| Toothbrushes                         | £1 each              |
| TEPE Brushes (Green)                 | £5 (for pack of 8)   |
| Relief Wax                           | £1 each              |
| Retainer/Functional Appliances Boxes | £2 each              |
| Retainer Brite:                      | £8 per box (36 tabs) |
| Orthodontic Gumshields               | £10 each             |
| Toothbrushing Kits (bond ups only):  | £10 each             |

**PLEASE NOTE THAT ALL APPOINTMENTS COULD BE CANCELLED AT VERY SHORT NOTICE AS A RESULT OF CORONAVIRUS INFECTION, SAFE GUARDING, OR LOCAL LOCK DOWN RESTRICTIONS. WE THEREFORE REQUEST THAT YOU CHECK OUR WEBSITE [belmont-orthodontics.co.uk](http://belmont-orthodontics.co.uk) ON A DAILY BASIS LEADING UP TO YOUR APPOINTMENT TO ENSURE THAT YOU DO NOT HAVE A WASTED JOURNEY. PLEASE NOTE THERE WILL ALSO BE A LINK ON THE FRONT OF THE WEBSITE TO THE CONTENT OF THIS E-MAIL AND FURTHER USEFUL CORONAVIRUS RELATED LITERATURE.**

**Whilst we would love as a Practice to see our Patients in the way we have in the past, we hope you understand the above measures have been put in place to protect both patients and staff alike and please rest assured, these measures will be assessed on a weekly basis to decide whether more stringent measures need to be in place, or whether any of the above measures can be relaxed.**

**Many thanks for your understanding at this difficult time.**

**The Belmont Team**