

## COVID 19 - The New Patient Journey

Thank you very much for your understanding during this unusual time we all find ourselves in. We appreciate all the support and loyalty from all our patients whilst we work within the new guidelines.

As always, Ridentes priority is our patient safety and care and whilst our standards of infection control were already at the highest levels; we have taken extra steps in line with new regulations and guidelines to ensure that we are meeting all enhanced measures during the Covid-19 pandemic. All of our procedures have been modified and adapted where required to ensure the safety of all our patients and staff. Staff temperatures are checked daily and any staff who are presenting with any Covid symptoms will be required to seek a test and self-isolate if necessary.

Due to the changes in regulations, you will notice a number of changes to the way we are working and your visit to the practice will be different.

Please see how your journey at Ridentes has changed:

- 2 days before your appointment, you will receive an email or text message from us which will include a secure link to a Covid-19 questionnaire. Please complete and return to us before your appointment. This is really important to ensure you don't have any Covid-19 symptoms before you enter the practice.
- We please ask that you brush your teeth at home; use of the toilets in the practice are restricted.
- Please ensure you arrive at your appointment time. Where possible, only the patient is to enter the practice. We need to reduce the number of people in the practice at any one time to allow us to maintain social distancing rules. We appreciate that some patients do need to be escorted however into the practice so please let reception know if this is the case.
- Upon arrival, please inform reception by using the intercom buzzer located to the left of the door. Once safe to allow you access, the door will be unlocked and you can enter wearing a face covering. Your face covering must remain on at all times please until you are ready for your treatment in surgery.
- A member of staff will meet you in the waiting area where you will be asked to sanitize your hands; your temperature will be taken and recorded in your clinical records.
- Please minimise the amount of belonging you bring to the practice. Any coats, bags and phones will need to remain in reception.
- You will see that members of the Ridentes team will be wearing additional Personal Protective Equipment (PPE) it's still the same friendly staff underneath – we just may look a little different!
- All communal areas of the practice including the handrails on the stairs, door handles, intercom buzzer, waiting area chairs will be decontaminated in between patients.
- We want to make your visit to us as contactless as possible and therefore we ask if you can kindly make payments via Apple Pay or by using contactless card payment.

We understand that as the pandemic changes, so will the guidelines set by governing bodies. All our procedures are reviewed regularly and adapted to ensure your safety and the safety of our staff during this time. If you have any questions, please do not hesitate to contact us on **01865 370375** or email [reception@ridentes.com](mailto:reception@ridentes.com).

Thank you once again for your understanding during this unprecedented time.

Take care and stay safe.

The Ridentes Team