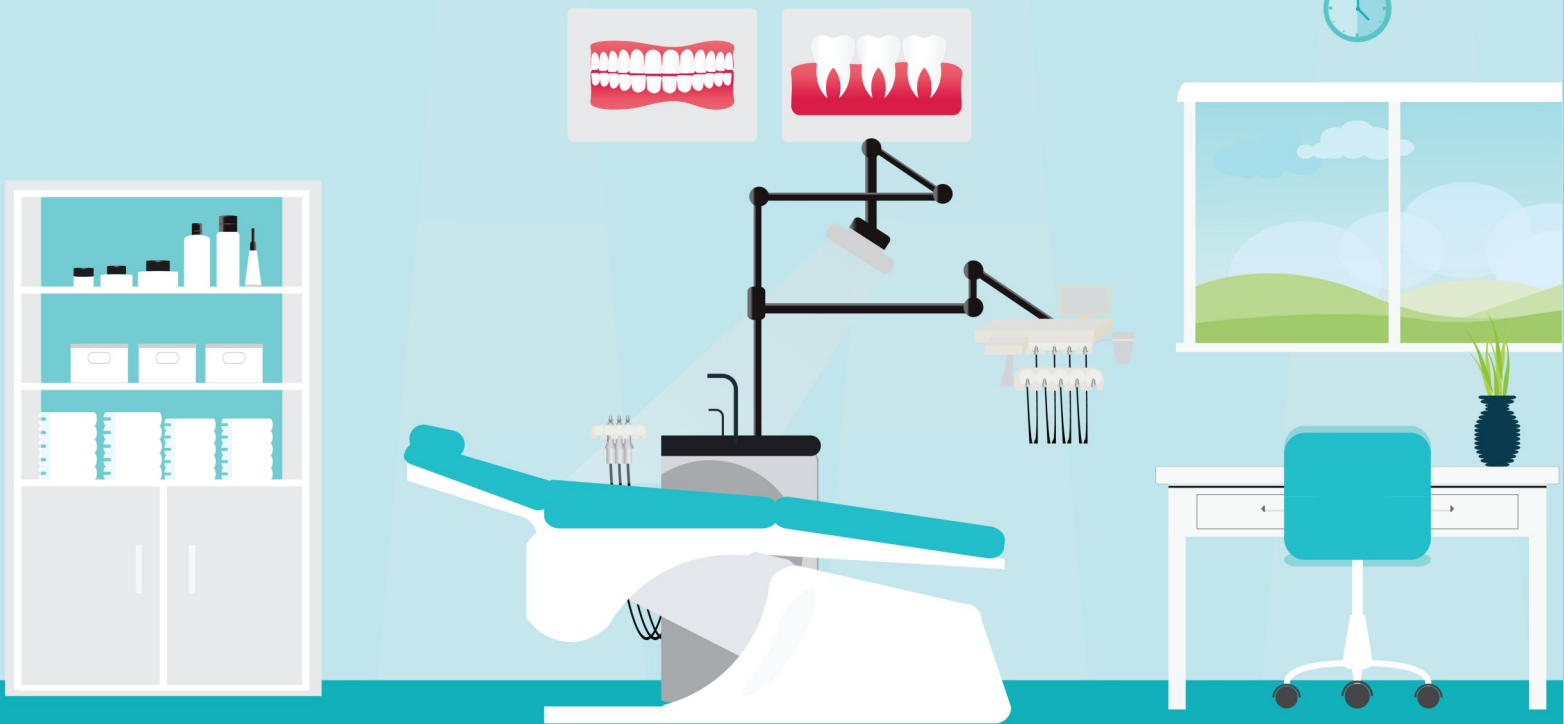




The Peaks
Dental & Implant
Centre

DENTAL CARE



*The Peaks Dental
Patient Journey*



Our new normal:

Preparing to attend the practice:

- ⇒ **Make contact via [telephone or email](#).**
Call: 01457 838 995
Email: reception@thepeaksdental.com
- ⇒ **Complete [health screening](#) and a [medical history form](#) (online or by post)**
- ⇒ **[Video appointment](#) with Dentist or Dental Therapist to assess your dental concern, assess COVID-19 risk, and arrange your face to face appointment.**
- ⇒ **Receive your [treatment plan](#) by email or post and sign and return**
- ⇒ **Make [payment](#) for your treatment over the phone**



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When you arrive for your face-to-face appointment:

- ⇒ Please **wait in your car** until your appointment time, our reception team will call you when it is time to come in.
- ⇒ **Wait by the door** to be admitted
- ⇒ Have your **temperature taken** by our infra-red thermometer
- ⇒ **Take off your coat and bag** and place them in a **designated storage area** in reception
- ⇒ **Wash and dry your hands** in the patient bathroom
- ⇒ Upon entering the surgery please use the **hand sanitiser** provided
- ⇒ If you are **wearing a mask** you will now be asked to place this into a bag for you to take back after you appointment
- ⇒ Put on **goggles**, an **apron**, and a **bib**
- ⇒ Proceed to the **dental chair** for treatment
- ⇒ After treatment is complete please **remain in the chair**
- ⇒ Place your apron and bib into the **orange surgical bin** and return your goggles
- ⇒ **Wash your hands** in the surgery, and **collect your mask**
- ⇒ **Leave the surgery room** and collect your belongings from the storage container. The clinical team will now **sterilise the surgery**.
- ⇒ **Exit** the building



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After your appointment:

- ⇒ **Following your appointment we will call you to arrange a follow up with the clinician via telephone or video call.**
- ⇒ **If you have any questions or concerns please contact the practice.**

Call: 01457 838 995

Email: reception@thepeaksdental.com