



ENSURING A SAFER PRACTICE

SO
SALISBURY
ORTHODONTICS



MID-WESSEX
ORTHODONTICS



All Mid-Wessex Orthodontics appointments and Salisbury Orthodontics appointments will be seen at Salisbury Orthodontics, 32 Chipper Lane, Salisbury SP11BG.

If you are a Mid-Wessex Orthodontics patient, please DO NOT go to Ashfield Road Trading Estate.

We are allowing extra time for additional infection control measures throughout the practice, so there might be a delay before we can see you. Please be patient - we will try our best to accommodate you.

If you are displaying COVID-19 symptoms, or have been in contact with anybody suspected of contracting the virus, please let us know and do not attend your appointment.

If you are in the at-risk group or shielding, please consider carefully whether you would like to attend your appointment when we contact you - if you would rather postpone your appointment until things are more settled, let us know.

Please ensure we have your correct mobile number so we can text you your appointment time and date. You can give this to us by emailing us on reception@salisbury-orthodontics.co.uk

If you have received a text with an appointment time and date you cannot attend, please do not call us but email reception to rearrange another time.

With many thanks from the whole team here.

BEFORE YOU ATTEND THE PRACTICE PLEASE READ THE FOLLOWING INSTRUCTIONS:

Before coming to the practice you will receive a text with your appointment date and time. There may also be a link to some online forms you need to fill in prior to the appointment. These forms relate to your treatment and are important to have before we can start your treatment.

Please clean your teeth thoroughly before attending your appointment.

Our patient loos are closed, so please ensure that you have been before you arrive at the practice!

Please come on your own (unless there is a need to be accompanied). If you are bringing a young or nervous child for their appointment then of course you can come in too. Please do not bring additional family members, siblings or friends.





WHEN ARRIVING AT THE PRACTICE

Please arrive at the appointed time, click onto your text reminder and CHECK-IN to let us know you are outside. If you do not do this then we will think you have not attended your appointment.

You will not be able to enter the practice early and sit in the waiting room, so if you are early, please wait in your car or outside the practice, ensuring you carry out social distancing. During the Winter make sure you are dressed warmly.

When we are ready to see you for your appointment, we will come to the front door and call the patient in.

ARRIVING AT THE PRACTICE

A member of staff in full PPE (mask, gloves, visor) will open the door and will welcome you into the building.

We will check your temperature. If it is above 37.8 degrees centigrade, we will not permit you to enter the practice.

We will ask you a number of question regarding your current and recent state of health:

Do you have a new continuous cough?

Have you lost your sense of smell or taste?

Have you had any of the above symptoms within the last 7 days?

Have you been in contact with anyone with the above symptoms within the last 14 days?



ENTERING THE PRACTICE

Next, we will offer you hand sanitizer and ask you to rub it into your hands.

We will then take you directly into the treatment room.

After your treatment, we will escort you out of the building with an appointment slip for your next appointment.

If the parent or guardian would like an explanation of the appointment because your child entered the building on their own, we can let you know over the phone when you call to rebook the next appointment.





THANK YOU

We hope that the above is useful and provides you with the reassurance and confidence that we are doing everything possible to ensure appointments are conducted in the safest way possible to protect our patients and staff.

We would like to thank all of our patients for being incredibly tolerant with the situation and for your ongoing support. We would also like to thank our amazing members of staff who have been outstanding during this very challenging time.

We can't wait to see you face to face and do what we do best, which is looking after our patients and creating beautiful, confident smiles.

If you have any queries or concerns, please contact us on reception@salisbury-orthodontics.co.uk or reception@midwessexortho.co.uk