

Patient Attendance Instructions

These instructions are designed to ensure the safety of our patients and our staff.

Before Attending the Practice

Attendance is by appointment only. Appointments can only be made after being triaged by a dentist or staff member. To access the dentist triage service please call 0141-641-0001 and follow the instructions on the answerphone message. You will not be able to speak to reception by calling this number.

To protect both staff and patients, patients attending without an appointment will not be admitted under any circumstances.

The triage dentist will screen all patients requiring to attend the practice for symptoms of COVID-19. Please answer honestly and fully.

Patients should attend on their own. For children and other patients who require to be accompanied, the dentist making the appointment should be advised of the companions name. Only one person should accompany the patient.

Please attend no earlier than 5 minutes prior to your appointment.

Please visit the toilet before attending. The patient toilet will be out of use apart from in an urgent situation or for patients to handwash if they are unable to use hand sanitiser.

Please bring the minimum amount of personal belongings possible.

On Arrival At The Practice

There is now a controlled entry video intercom system placed at the bottom of the entrance stairwell. Please press the buzzer to contact reception and follow the instructions given, including on using the hand sanitisers placed at the top of the stairwell. If a patient is using the stairs to exit the building then please give way to them and allow appropriate social distancing for them to exit safely. You may be asked to wait a moment by reception to allow patients entering the stairwell at the top to exit.

Whilst In The Practice

On entering the main practice building, follow the instructions of any signage, floor signage or staff member as appropriate.

You may be escorted to the surgery immediately or to the socially distanced waiting room where you will be advised where to sit.

The practice internal doors will be left open and the practice set up to minimise any surface contact. A surface decontamination and cleaning schedule is in place throughout the practice. Please do not touch any surfaces unless unavoidable.

All staff members outwith reception (who are now behind a glass screen) will be wearing masks in the building at all times. If you have your own mask or face covering we would prefer that you wear it. Due to limitations on PPE supplies we are not able to supply patients with a mask.

During the emergency phase, there will be no charge for emergency treatment and therefore no requirement to make a payment. Going forward, all payments will now preferably be contactless and we are no longer able to accept cash unless unavoidable. If you have Google Pay or Apple Pay set up on your phone then there is no upper limit on payments and therefore no need to enter a pin on the card terminal. If pin entry is required, the payment terminal will be sanitised afterwards.

As mentioned previously, please advise reception if you require to use the patient toilet.

On Exiting The Practice

Please check with reception that no one is coming up the stairs. Follow the instructions of staff and if a patient is using the stairs to enter the building then please give way to them and allow appropriate social distancing for them to enter safely.

Sanitise your hands prior to exiting. The door release at the bottom of the stairs and the door itself can be opened by using arms and shoulders rather than hands.