

Patient Attendance Procedure

The purpose of this document is to help practices plan the patient journey from the moment the patient arrives outside of the practice to the point where they exit the building. Familiarisation with this procedure will allow the practice to communicate with patients, set expectations regarding the patient journey and reduce the risk of transmission within the practice environment. This conversation should take place at the screening stage of the patient journey (usually 24 hours before the appointment). This procedure once finalised should be sent to a patient as part of a digital or paper pre-appointment pack (PAP) and must be hosted on your website.

The patient attendance procedure outlined below is intended to serve as a template and an example that can be adapted.

- The patient should use the toilet before attending the practice
- The patient should bring their own pen (if they will need to sign paper forms)
- The patient should only bring minimal belongings into the practice with them
- The patient should attend alone wherever possible or with one other person if absolutely necessary
- Patients are required to wear a simple face mask or covering when they attend unless they are medically exempt
- If the patient requires a chaperone, they should be advised of the practice policy on chaperones
- The patient can only enter the building when summoned by phone/SMS or at the agreed time
- NHS England: The patient can only enter the building when summoned by phone/SMS or at the agreed time, however, reception is open for patients to come in and book appointments if necessary while maintaining social distancing rules
- The patient waiting area is open for patients to come in and will remain socially distanced
- The patient will be met by a team member wearing appropriate PPE who will check their medical history
- Patients will be screened using the standard COVID-19 screening questions and if now categorised as high risk, they will be referred to an appropriate centre (if is an emergency)/they will only be seen for urgent care and their appointment will be deferred to another time or place to separate from other patients
- The patient must use the hand sanitiser and put on a disposable mask when entering the building from the PPE station inside the front door
- If not using pre-payment/online payment, then payment for should be taken in advance of the dental appointment
- If not using emailed digital forms the patient should use their own pen to sign paper forms.
- If necessary, remind patient to comply with the social distancing markers at reception etc.
- The patient should then be escorted directly into the surgery
- Any patient belongings should be placed in a designated area which will be disinfected after use
- Once entering the surgery, the patient is asked to retain their face mask and gloves (if provided) until the end of the appointment
- At the end of treatment, the patient should leave the room immediately, dispose of PPE in a clinical waste bin and perform hand sanitisation using alcohol gel placed outside the door
- The patient collects their belongings from the designated area and is escorted to the practice exit]