

# Patients New Journey

1. **Make contact with us** via phone, by email or on our website.
2. **You will be asked a number of questions in relation to COVID-19** to ensure safety for all. Note all our staff have been tested for Covid-19 and are negative.
3. **Before attending please wash your hands with soap thoroughly at home.** Also please visit the toilet at home. Avoid wearing jewellery and minimise make-up.
4. Please **attend with as few belongings as possible.** We will guide you on where to put them when entering the premises.
5. **Please attend unaccompanied.** Only one person should accompany an adult patient who requires help or patient aged 16 years or under. If the accompanying person should have a cough, fever or any COVID-19 symptoms please do not attend and call us from home for advice.
6. Let us know you arrive **at the carpark.** Wait in the car until we call you in.
7. **Enter via the side entrance of Haven Pharmacy Gildeas.** Use the hand sanitising station at the front door of our clinic and place the shoe covers provided for you. Your temperature will be monitored once you enter.
8. You will be **guided to the treatment room** where your dentist and nurse will be waiting for you. Leave your belongings such phone and keys in the safe tray and sanitise your hands one more time. A mouth rinse will be given to you to rinse off for 20 seconds.  
  
By the way, the dentists and nurses will be wearing PPE, but you'll still recognise them! 😊
9. **When you finish your appointment,** there will be contactless payment options available to you. A follow-up appointment will be made for you at this moment if needed.
10. **Exit via the stairwell to the Main Street.** There will be a sanitising station and a bin to dispose of your shoe covers.
11. When you leave the clinic in line with best practice, WHO, HSE and government guidelines **we will disinfect and sterilise the surgery room for at least 15 minutes.**



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