

Keeping you safe during your next visit

When you next visit Poole Orthodontics, you will find some things a little different. New ways to look after you and our team have been introduced during Covid-19 and here are a few things you can expect to happen.

1 Wait until your appointment

We may ask you to wait outside and only enter the practice after you have been called or received a text.

2 Reception team

The reception staff may be wearing protective equipment such as a mask and visor.

3 Let's check it is safe to see you

You will be asked some questions about your health and may have your temperature checked.

4 Sanitise your hands

You may be asked to use a hand sanitiser.

5 Practise social distancing

To aid social distancing, you will not be able to use all the chairs in the waiting room and may be encouraged to attend alone if possible.

6 Maintaining high standards

Cross infection control remains a major priority. PPE and enhanced decontamination measures take longer so please be understanding.

7 Our new uniforms

Your orthodontist will be wearing additional protective equipment that may include a mask, visor and gown. But don't worry, it's just to keep everyone safe.

8 Once we have finished

After you have finished your appointment, please leave the practice so we can prepare for the next patient.

Follow-up appointment must be made by calling the reception, unless you need to pay for any service or products you buy at the reception.

9 Thank you

Please be patient with your orthodontic team. Covid-19 is requiring us to change the way we work and treat our patients. Thanks for helping us to keep everyone safe.