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[www.markethousesurgery.co.uk](http://www.markethousesurgery.co.uk)

Dear New Patient,

We look forward to welcoming you for your first appointment with us at Market House Dental Practice. Please find below important information that you will need to be aware of ahead of your appointment.

### COVID-19 NEW PROCEDURES

We are operating in a minimum contact environment. On arrival, you will go straight into the treatment room and exit the practice immediately after the appointment. All patients entering the building will also complete a pre-screening COVID-19 assessment.

Hand sanitiser will be provided upon entry to the building, with regular sanitisation stations throughout the building. Our staff are trained with the new PPE protocols and we have allowed for extra time in between patients to deep clean the surgery before and after treatments.

Please wear a mask when entering the practice and only take it off when instructed to do so.

Our dentists work with dental nurses who act as chaperones. We ask that you do not bring anyone with you to your appointment. However, if you require a chaperone, please advise us in advance of your appointment. We also ask that all children are accompanied.

You can read more about our COVID-19 procedures on our website by visiting:

<https://markethousesurgery.co.uk/market-house-covid-19-gold-standard-protection/>

### MEDICAL HISTORY

Please find attached the New Patient Confidential Medical History Form for you to complete. It is important that your dentist is aware of any medications you are taking, treatment you are having or any medical issues you are having as your general health can have a direct and significant impact on your teeth.

A COVID-19 Form may be sent to you 48 hours prior to your appointment, to ensure the health and safety of all of our patients and staff. These questions may alternatively be asked over the phone when taking payment.

### FEES AND PAYMENT

The fee for your new patient examination will be **£91.00 plus a £10 PPE fee**. We ask that you pay by card over the phone on the day before your appointment to reduce contact with reception and in the building.

### PATIENT EXPERIENCE

The appointment usually lasts half an hour and during the appointment, a comprehensive examination of your oral health is made. Time is taken to understand your dental history and X-rays are taken.

In order to ensure that all patients have a full understanding of proposed treatments, we give an individual treatment plan to each patient explaining costs and future appointments needed. We make sure we do not take any steps without patients' consent.

We aim for a relaxed atmosphere at the practice. We do therefore request that mobile phones are not used in the waiting rooms.

## INFORMATION ABOUT THE PRACTICE

We are a long established private dental practice and our aim is to provide the highest quality of dental treatment in a friendly environment. We believe that oral health contributes to your overall physical and emotional wellbeing and our approach is one of prevention with a view to good, long term oral health.

It is our aim to always have satisfied patients, to meet your expectations of care and service and to resolve any complaints as efficiently, effectively and politely as possible. We take complaints seriously, investigate them in a full and fair way and learn from them. We will never discriminate against patients who have made a complaint.

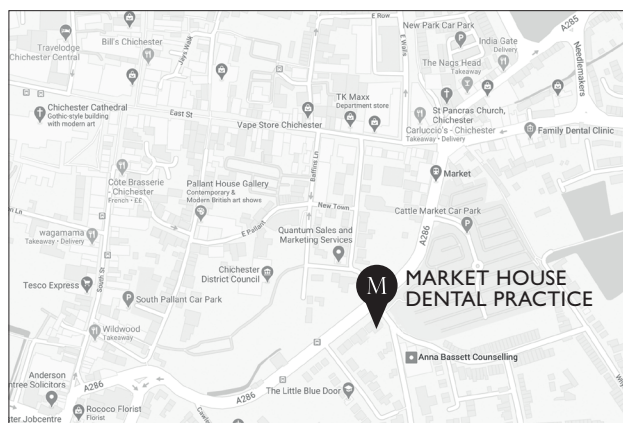
Please let us know if you require any particular assistance or have any special requirements and we will do our very best to accommodate you. Please also make us aware if you are not able to walk up stairs as some appointments take place in our first floor surgeries; we will change your appointment to ensure you are downstairs.

## WHERE TO FIND US

The practice is located on the corner of Market Avenue and Stirling Road, opposite the pedestrian crossing, next door to Owen-Kenny Solicitors. Ample parking is available in the car parks opposite the building, though Wednesday during the morning and early afternoon can be busy due to the market.

## CONTACT US

Our premises and telephones are open from 8am to 6pm each day. You may also contact us by calling **01243 536821**, by emailing [reception@markethousesurgery.co.uk](mailto:reception@markethousesurgery.co.uk) or by post. Assistance is available during out of hours, with details on our answerphone messages.



## CANCELLATION POLICY

If you wish to cancel your appointment, please do so with at least 72 hours' notice wherever possible so that we may offer the appointment to another patient. To cancel your appointment, please call **01243 536821** or email [reception@markethousesurgery.co.uk](mailto:reception@markethousesurgery.co.uk). Any appointments cancelled with less than 72 hours notice will be charged at 60% of the appointment cost.

## CONFIDENTIALITY

The practice complies with data protection and access to medical records legislation. All members of staff are bound by confidentiality agreements. Patient identifiable information is only communicated outside the practice for the purpose of further treatment by specialists. If you wish us to restrict this information in any way, please advise us.

If you wish to have any further information about the practice, please feel free to contact the Reception team.

Thank you for choosing Market House Dental Practice; we look forward to seeing you at your first appointment.

Yours sincerely

Reception

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