

Welcome to Harrow Lane Dental

Your Patient Journey

The following steps are required to ensure your experience is as seamless as possible. We ask that you follow the procedure to ensure everyone's safety

1. Please call to make your appointment as visits to the Practice are by appointment-only
2. A trained member of staff will complete an initial pre-appointment screening over the phone to include the following questions
 - **Any history of a new continuous cough**
 - **High temperature or fever**
 - **Loss or change in your sense of smell or taste**
 - **Other relevant questions**
3. Following the initial screening, you may require further screening from one of our dentists to determine how best to safely provide your care
4. If it is determined that it is safe for you to visit, an appointment will be offered
5. For your appointment, the following are required
 - a.) There will be limited access to the toilet. Please brush your teeth and use the bathroom BEFORE coming
 - b.) You MUST wear a face covering or a face mask to be admitted into the Practice
 - c.) Please do not bring any items that are not necessary for your appointment e.g. magazines, electronic tablets etc
 - d.) We are encouraging patients to attend their appointments alone, unless you are accompanying a vulnerable child or adult as there is LIMITED seating capacity
 - e.) We appreciate promptness however please do not arrive earlier than 5 minutes before your appointment. If you are very early, you will be asked to wait in your vehicle or may have to wait in the car park
 - f.) We encourage payments using credit or debit cards ONLY