

## **North House Dental and Skincare Clinic: Welcome Back!**



Dear

We hope this newsletter finds you and your family well.

Last month we sent you a newsletter informing you that North House Dental & Skincare Clinic is officially opening its doors after being closed for 3 months due to Covid19.

Since then we have been very busy with dental emergencies but we have not compromised on our high standards of infection control and patient care.

We would like to thank you all for your patience during the period of temporary practice closure and for your understanding and cooperation with our new measures at the practice. All our patients who have visited have been very happy with our workflow. Also a big pat on the back for our Team who have tirelessly worked to ensure these standards are met.

The great news is that we are now moving onto seeing the following patients:

- Patients with emergency problems or those that require urgent treatment.
- Patients with treatment that was not completed prior to the lockdown.
- Patients who were due or cancelled for routine examinations and hygiene visits during the period of closure.
- Patients who require routine check ups and dental treatment as a result.
- New patients.
- Patients who require orthodontic treatment.
- Patients who require medical facial aesthetic and skincare treatments.

### **Booking appointments**

The easiest way to book is to call to speak to our team directly or leave a message or email. We are still in the process of contacting patients whose appointments were cancelled but please feel free to contact us directly if you require a dental appointment. The reminders for booking routine check ups will be switched back on around mid August.

## Online booking

Online booking was temporarily suspended but we are pleased to announce that this will be reinstated from the end of July. This means that appointments for new patient consultations, existing patient check ups, hygiene, skin and Invisalign consultations, and planned treatment can also be booked online via our website, google or Facebook. Most routine appointments will be bookable from the end of August.

We can't wait to see you all! Safety and wellbeing is of utmost priority so we will continue with our new measures. If you haven't done so already please take a few minutes to read over our [reopening policy](#).

It highlights the additional safety measures we have taken to mitigate the risks of infection transmission as well as adhere to social distancing where possible, and the modifications to our patient journey.



## Contactless forms

We request that all patients who are attending the practice update their electronic contactless forms to avoid the handling of papers and iPads. These forms will include medical history, and a covid 19 health screening questionnaire and are sent via a link in your appointment reminder email /text message. Please complete all forms well in advance of your appointment.

Please click the [link](#) for a short video on the contactless forms.

## Covid 19 screening

On booking, a day before and on arrival, Reception shall ask you some basic screening questions to assess your level of Coronavirus risk-this is a safety precaution to keep you and others safe.

If the dentist feels you are high risk then we may advise you to delay non-essential dental treatment for as long as possible until the alert level reduces further.



All dental staff will be using personal protective equipment in line with current recommendations and evidence. We apologise in advance for the reduction in social interaction. Whilst our masks may make us appear impersonal and distant, please be assured we are still the same friendly team underneath it all!



## Welcome back Voucher

As a thank you gift from North House, please find attached a £25 voucher that you can **print** and use towards any dental treatment (after a check up with the dentist), to be redeemed by 31st December 2020.

No. \_\_\_\_\_  
Date \_\_\_\_\_  
Name \_\_\_\_\_  
Tel. No \_\_\_\_\_  
Address \_\_\_\_\_

Date: \_\_\_\_\_ No. \_\_\_\_\_

**£25**  
Voucher

north house  
dental practice

the home of complete dentistry

North House, 34c High Street, Hoddesdon, Hertfordshire EN11 8BY  
www.northhousedental.com 01992 462022

And don't forget anyone who gives us a great [Google Review](#) will be entered into our mystery prize draw!

Here's a recent review:

*"I had a lot of dental work done recently at the North House. I have to say my teeth have never been better. After years of not going to the dentist due to receiving less than adequate treatment, I've finally found a fantastic dentist that was recommended to me from 2 different friends staying from other countries that needed emergency dental work whilst in the UK. Both dentists back in their countries of origin were amazed at the good work done. Now that I've had my own teeth fixed and it was well worth it. They are very patient and considerate and explain everything in detail beforehand and take the time to make sure the work is done properly. They will even let you take a break if you need one. The after care is exceptional. They will give you a call a couple of days later to check if everything is ok and you're not having any issues or pain. If the clinic is closed, they will still check any messages to ensure the customers are ok and not having any issues. First class dentists!"*

Chris Wellington

## Finally...

Once again we would like to thank you for your time and understanding with regards to this unprecedented situation. We are putting all of our efforts into ensuring that we continue to deliver the highest level of care in the safest possible environment .

If you have any questions or wish to book an appointment please get in touch.

Tel: 01992 462022

Email: [info@northhousedental.com](mailto:info@northhousedental.com)

Website: [www.northhousedental.com](http://www.northhousedental.com)

With Kind regards and warm wishes,

**Mr and Mrs Ram & the Team at North House Dental and Skincare Clinic.**