

Visiting the Dentist (Patient Video)

This video is about coming to see the dentist. We want you to feel comfortable and happy when you come to see us, so we are going to show you around our clinic so you know what to expect.

When you get here, you will take the lift up to Level 12.

Come to the yellow check-in desk for the Special Needs Unit. Our friendly receptionists will say hello and ask a few questions.

Then you can relax and wait for the dentist. In the waiting room, you might see other people waiting. Sometimes it can be quite busy. If you would like to wait somewhere quiet on your own, just ask the receptionist.

When it's your turn, the dental assistant will call out your name. Our dental assistants are all very friendly. The assistant will take you down the corridor to see the dentist.

Some of our dental rooms have a big window looking out over the city. The view is great, but it is quite high up. If you prefer not to have a window, let us know beforehand. We have some inside rooms too, which don't have a window.

If you are in a wheelchair, you can stay in your chair. Sometimes we use a special wheelchair platform that goes up and down and can tip your chair back.

If you are not in a wheelchair, you will sit in the special dental chair. It is very comfortable. It can also move up and down and tip back.

First you will have a chat with the dentist. The dentist might ask some questions about how your mouth feels, what you like to eat, and how you look after your teeth.

Then the dental assistant will give you some sunglasses to wear, and a paper bib to protect your clothes. The dentist will put on a mask over their mouth, special glasses, and some gloves. Now it's time for the check-up.

The dentist might lie the chair back. They will shine a light on your mouth so they can see your teeth clearly. They will gently touch your lips and look with a little dental mirror.

When your appointment is all finished, the dentist will say goodbye, and you can go back out to the front desk to check out with our receptionists.

See you next time!