

# PATIENT INFORMATION & GUIDELINES



## LOCKED DOOR POLICY

We ask that all patients knock the front door on arrival. The practitioner will be aware of your appointment time and will let you in. Please arrive at the time of your appointment and not before.



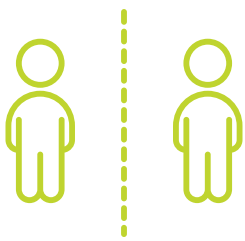
## NO GROUPS OF PEOPLE

Unless you require assistance or are under 18 then please arrive alone for your appointment.



## PLEASE WAIT

If you have to wait for your practitioner please be patient, as extra time is needed to clean down areas between patients.



## SOCIAL DISTANCING & MASKS

We will be reducing the number of people in the clinic but please be mindful of others and make sure you follow the social distancing recommendations of 2m apart whenever you can in the clinic. If possible can we kindly ask patients to wear a face covering of some kind, as current government guidelines recommend this in enclosed spaces.



## PAYMENTS

We are currently not using our card terminal for payments. We are currently only able to accept online bookings and online payment is required.



## PAPERWORK

We are trying to limit the need of paperwork. You will be asked to complete relevant paperwork online when booking or via email. Please help us by completing this paperwork in advance.

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## TELE-HEALTH

To prioritise time in the clinic to the physical treatment, staff/practitioners will be contacting patients before their appointments to ensure they have appropriate information to further risk assess patients before they enter the clinic. Please do not physically attend the clinic unless you have a scheduled appointment. We can only currently accept online bookings and all bookings require the £10 consultation fee, which will be deducted from your final payment.

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## PHYSICAL CHANGES TO THE CLINIC

You may notice some physical changes to the layout of the clinics to allow us to appropriately follow new policies and procedures we have put in place due to the COVID-19 pandemic

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## TOUCH SURFACES

Please try to limit what you physically touch in the clinic.

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## TOILET & WASHROOMS

Please let a member of staff know if you have used the toilet/washroom.

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## ITEMS

Please do not bring any unnecessary items into the clinic. We have removed the usage of clinical gowns at the clinic so please also be mindful of what you are wearing for your appointment. Please arrive in clothes suitable for treatment to limit having to remove a lot of clothing items when you enter the treatment room.



## PERSONAL PROTECTIVE EQUIPMENT (PPE)

You will notice our staff will be dressed in the appropriate PPE for your appointment.

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## HAND HYGIENE

In the interest of further hygiene you will be asked to wash or sanitise your hands before and after your treatment. You will also notice your practitioner regularly doing the same.

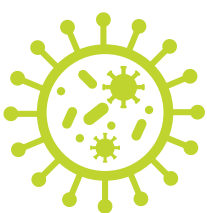
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## CLEANLINESS

We will be continuing to clean in the clinic including doing more regular deep cleans. Please help us by following appropriate cleanliness guidelines such as “catch it, kill it, bin it” advice too.

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## COVID - 19 HEALTH STATUS

It is compulsory that all patients complete our COVID-19 health status questionnaire before entering the clinic. We are aware that all this extra paperwork may be an inconvenience but we are doing our best to take as many measures as possible to keep our staff and patients as safe as possible so we really do appreciate your co-operation.

Please remember to monitor yourself for any symptoms of COVID-19 and update us if there are any changes to your own or the health of a person with whom you live. Keep up to date with latest government information. We have several posters in the clinic further displaying this information.

[https://www.gov.uk/coronavirus?gclid=EAlaIQobChMIjJbb4JzA6QIVmLPtCh0qeOm0EAAYASAAEgK\\_FPD\\_BwE](https://www.gov.uk/coronavirus?gclid=EAlaIQobChMIjJbb4JzA6QIVmLPtCh0qeOm0EAAYASAAEgK_FPD_BwE)



THANK YOU FOR TAKING THE TIME TO READ OUR INFORMATION

PLEASE STAY SAFE