

Covid-19 Policy Form

Following the government announcement on Sunday 10th May 2020 the clinic is open for routine video and face-face Physiotherapy appointments. Medical insurance companies are paying for both video and face to face appointments or patients can self-pay. The CSP and PhysioFirst have given guidelines to encourage the use of video (virtual) physiotherapy whenever possible but to offer the patient the choice having informed them of the risks of a face to face appointments and ensuring that the patient does not pose a risk to the Physiotherapist and that the patient is not in a high risk group.

PROCEDURE FOR PATIENT BOOKING AND APPOINTMENT & ATTENDING A FACE TO FACE APPOINTMENT:

- Patients are asked to call the clinic on 01628621314 or 07884372065 to make an appointment. They are then offered a video appointment (via Facetime or Zoom) or a face to face appointment if they require hands on Physiotherapy treatment.
- If a video appointment is considered appropriate (where hands on physiotherapy is not necessary OR if the patient poses a risk to the Physiotherapist OR they are in a high-risk group) a video appointment is booked either on Facetime or Zoom.
- Patients will be sent via email. a) A copy of this policy, b) A COVID consent form, c) a Physiotherapy Treatment consent form and d) A copy of the cleaning Policy.
- Patients are told they will have to complete a COVID consent form to confirm all these details either prior to, or when they enter the clinic, at EACH visit. At the first visit the Physiotherapy consent form needs to be completed.
- Patients will be called on the day of their treatment to check on any Covid related changes.
- Patients are asked not to enter the clinic without an appointment, and to attend alone(unless they are under 16 years of age)
- Patients are asked to wear their own facemask (these can be purchased at the clinic, for £1.00 but they are in short supply, so they are asked to bring their own if possible).
- Patients are asked to phone me on 07884372065 on arrival.
- Patients are asked to wash hands immediately and thoroughly on arrival (minimum 20 seconds)
- Appointments are staggered and there will be no waiting room at present.
- A bowl will be placed for you to enter all you "stuff " in. Please bring the minimum with you.
- Please enter, go immediately to the bathroom to wash hands thoroughly, a towel will be placed for your use only.
- USE OF THE TOILET WILL BE FOR EMERGENCIES ONLY.
- Please bring the bowl into the treatment room, to place your clothes in when needed. A chair will not be provided, so please sit on the couch if required.
- Meanwhile PLEASE DO NOT TOUCH ANY SURFACES UNNECESSARILY THROUGHOUT YOUR VISIT.
- Hands on treatment is performed by the Physiotherapists wearing appropriate PPE.
- Follow up appointments are made by the Physiotherapist while the patient is in the treatment room OR they are asked to call the clinic.
- Patients are asked to wash hands on exit, placing the towel in the laundry bin provided.
- Patients are then asked to leave the clinic promptly.
- Payment is taken after invoicing (sent by email if possible) by BACS or giving credit or debit cards either over the phone. As a final resort at 2 metre distance from the receptionist.
- Patients are encouraged to call the clinic if they have any questions.