

Covid-19 Policy Form

Following the more recent government announcements the clinic is still 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 will then be offered a triage appointment (via Facetime/Zoom/phone call) to discuss the risks how to proceed.
- 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 asked to view 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, on the website of The Jane Harris Clinic.
- 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, to attend alone (unless they are under 16 years of age)
- Patients are asked to wear their own Surgical facemask (these can be purchased at the clinic, for £2.00 if needed, but we ask you to bring your own if at all possible). Material masks/ snoods/ buffs or scarfs are not acceptable at this time.
- 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, to prevent crossover .

- 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, paper towels and a self opening bin are provided for waste.
- 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 when required.
- Meanwhile PLEASE DO NOT TOUCH ANY SURFACES UNNECESSARILY THROUGHOUT YOUR VISIT.
- Hands on treatment is performed by the Physiotherapists wearing the full 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.
- 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 over the phone. As a final resort at 2 metre distance from the receptionist/ physiotherapist.
- Patients are encouraged to call the clinic if they have any questions.

Domicillary Visits :-

- If patients require a Domicillary Visit, the following procedures will be used.
- The Physiotherapist will wash hands before leaving the clinic.
- Fresh PPE will be taken in a clean container, and donned at the place of visit, either on entrance or just prior to entry . Prior to donning of PPE hand sanitiser will be used. This will be done again reused prior to any patient contact.
- Following treatment PPE will be removed once out of a 2 m plus distance from the patient, using the donning and removal protocols for safe use of PPE.
- PPE will be discarded in the normal way according to local government rules.
- Follow up appt.s will be made by phone /email.
- If the care home /patient requires the physiotherapist to be wearing a clean set of clothes, then a clean room must be provided for the therapist to change in prior to, and after treatment has been performed.