

Information for patients on changes in clinic operating policy at during the COVID-19 Pandemic

Please read the following before attending your next appointment at Osteopathy Plus. The safety of everyone in light of the COVID-19 pandemic is our priority and so we are making changes to ensure we adhere to strict hygiene routines in between each patient, we ensure social distancing where possible and that our staff use appropriate PPE to minimise risk to the spread of COVID-19. Below are some of the changes we are implementing to ensure we are operating as safely as possible.

- 1: It is important that we screen patients for symptoms of Covid-19 before attending any appointments at the clinic. There is a form attached to the appointment reminders that are sent out on email and/or SMS. Please fill this out before attending each appointment, it will automatically update your answers on our secure clinic software. If you do not receive these reminders, or we have not received your form we will contact you 24 hours before your appointment to ask these screening questions over the telephone. If you feel unwell at any time before your scheduled appointment, please telephone the clinic to cancel and seek medical advice.
- 2: On arriving at the clinic, please park on the driveway and wait to be called in for your appointment. We will be staggering appointments to ensure there is no cross over of patients in the clinic. Please attend on your own wherever possible, if you would like to attend with a chaperone or another person, please inform us ahead of your appointment so we can discuss how to make this as safe as possible. If you need to travel by taxi, please inform us so we can schedule your appointment for your arrival time.
- 3: In line with government guidance for wearing face coverings in enclosed spaces, please ensure you are wearing a face covering or mask when you attend for your appointment. We may ask to check your temperature.
- 4: Please use the hand sanitiser by the front entrance to sanitise your hands before entering the clinic and when you leave.
- 5: Because our reception area is small, our receptionists will not be sitting in this area when you arrive or leave to ensure social distancing is observed. They will still be handling telephone calls during most days and will be looking forward to speaking to you.
- 6: We normally like to offer you a hot drink but to avoid cross contamination, we will not be doing this for now. Water is available in the single use disposable cups in reception.
- 7: We will be changing linen and operating a strict cleaning protocol in between each patient as well as ventilating the room for 30 minutes in between patients in line with guidelines. Please respect the time that we need to do this after your appointment to ensure that the clinic space remains safe. If we are time pressured at the end of a treatment session, you may be asked if the receptionist

can call you to rebook and take payment to ensure we have adequate time for cleaning and sanitising the clinic.

- 8: If at all possible, please pay using contactless payment to minimise possible contamination.
- 9: In line with guidance, Amy will be wearing PPE. This will include gloves, eye protection, plastic apron and a face mask during consultations.
- 10: Although we are implementing all measures as above to try and minimise risk of transmission of Covid-19, we cannot eliminate all risk associated with face to face consultations. Please discuss this with us further if you have any concerns about attending your appointment.

We appreciate that these testing times for us all and that the clinic may feel a little different to start with, we will be happy to answer any questions or concerns. We look forward to seeing you!