



## New practice procedures

In order to carry out our treatments as safely as possible, we have had to make some changes to the way in which we practice. Here is a short list of the new procedures that we would like our patients to follow.

- If you currently exhibit any of the key Covid-19 symptoms, (<https://www.gov.uk/government/publications/covid-19-stay-at-home-guidance/stay-at-home-guidance-for-households-with-possible-coronavirus-covid-19-infection>) will be you will be excluded from treatment for a minimum of 7 days after your temperature has subsided and symptoms resolved.
- You will give your practitioner an update on your condition in a 20 minute online or phone consultation on the morning before treatment.
- A Covid-19 consent form will be read during this time, or can be emailed to you, which states that you have no symptoms and have not tested positive for the disease in the last 14 days. You will be asked to sign this form before treatment.
- You will be asked to attend your appointments alone, unless a parent/carer or interpreter is required. Please make the practitioner aware of this prior to the treatment session.
- You will be given a specific appointment time for your treatment later that day and asked not to enter the building until this time. The clinic door will be locked between sessions, in order to avoid people passing in the corridors unnecessarily and there will be no waiting room provided at present.
- We would like to ask patients not to use the bathroom facilities if possible but, if used, the bathroom will be cleaned after each visit.
- You will be asked to wear loose fitting clothing that will allow access to the area requiring treatment, as towels and gowns will not be available at this time. Where necessary, disposable paper roll will be used as covering.
- You will be asked to bring a face covering or mask to wear during the face to face consultation. If you forget to bring one, a disposable mask will be made available.
- A hand sanitiser dispenser, and instructions for application, is installed in the entrance hall. Patients will be asked to apply this to their hands on entering.
- For your protection, practitioners will be wearing personal protective equipment (PPE) of apron, gloves and face mask. A face visor will be worn for close contact treatments.
- You will be directed to your treatment room, whilst practitioners maintain 2m distancing, and asked to get comfortable on the treatment couch.

- Where possible, doors and windows will be opened to allow good air circulation.
- Treatment sessions will be limited to 30 minutes, to allow a further 30 minutes to disinfect and ventilate the clinic rooms between patients. Face to face treatment, where the 2m distancing cannot be observed, will be minimised during the treatment session.
- After treatment, patients will be asked to use the card machine (ideally using the contactless function) or to make a bank transfer. Cash and cheques will not be accepted at this time.
- Once you have left, the practitioner will remove their PPE and dispose of it as per the clinic's infection control policy.
- Patients who are classed as clinically vulnerable, will be risk assessed and will only be treated if the risk is deemed to be less than need of treatment.  
<https://digital.nhs.uk/coronavirus/shielded-patient-list>  
<https://www.gov.uk/government/publications/guidance-on-shielding-and-protecting-extremely-vulnerable-persons-from-Covid-19/guidance-on-shielding-and-protecting-extremely-vulnerable-persons-from-Covid-19>

Thank you for your cooperation in maintaining a safe clinic environment.