

SB Physiotherapy Covid-19 policy for face-to-face consultations

Our professional body The Chartered Society of Physiotherapy (CSP) has released guidance to support Physiotherapists in resuming face to face consultations during 'phase two' of the Government's COVID-19 response. In line with this guidance we have created our policies and processes to ensure we follow guidance for safe practice to mitigate the risk of virus transmission and create a COVID secure environment.

In line with CSP guidance, all patients will be managed with a 'virtual first' approach. This means that patients' s will be triaged and screened via video or telephone consultation to allow us to discuss the most appropriate way forward. Video consultations will continue to be available for patients who would prefer this option.

Patient screening

We operate 2 lines of screening for COVID-19 symptoms

- During remote consultation triage – patients will be asked a series of questions relating to their health, risk factors and prevalence of COVID-19 symptoms in themselves or members of their household. This will be added to the healthcare records we hold.
- On arrival at the clinic, patients attending their first session will be asked to complete a screening questionnaire alongside the consent for treatment form. For subsequent appointments, patients will receive a text or email on the day asking for confirmation of attendance and screening for COVID-19 symptoms.

Social distancing measures

- Our appointment diary has been coordinated to avoid cross over of patients entering and exiting the clinic when both treatment rooms are in use. This does require appointment times to be 'set' and we ask patients to arrive on time for their appointment.
- Patients will be asked to wait outside on arrival and wait for the Physiotherapist to meet them and welcome them into the clinic.
- The Physiotherapist will maintain a distance of > 2m for as much of the session as possible. This will include greeting, and during history taking. Where a 2m distance cannot be maintained during parts of assessment and treatment this will be for the minimum amount of time possible.

Infection Prevention and Control (IPC)

We have processes in place to abide by the IPC guidance set out by Public Health England including:

- Alcohol hand sanitiser will be available at the clinic entrance and everyone must use this on entry and exit of the clinic.
- Further alcohol based hand sanitiser and handwashing facilities are available in treatment rooms. Physiotherapists will adhere to regular hand washing for a minimum of 20 seconds before and after patient contact.
- Physiotherapists will wear PPE for the duration of face-to-face consultations which will include a fluid resistant IIR surgical face mask, disposable nitrile latex free gloves and a disposable plastic apron. Eye protection may be used following a risk assessment. Gloves and apron will be single use and changed for each patients. Surgical face masks and eye protection (if used) will be sessional use as advised by PHE. This means that masks will be changed at the end of each clinic session or if it becomes damaged or soiled beforehand.
- An extra 15 minutes will be allocated between patient appointments to allow for cleaning and disinfecting of the clinical area. All surfaces and points of contact will be cleaned and disinfected with bacterial and virucidal wipes including:
 - Treatment couch
 - Chairs
 - Surfaces
 - Door handles
 - Computers
 - Patient designated pen (when used)
 - Any reusable treatment equipment used
- The windows of the clinic room will remain open to facilitate ventilation. Doors to treatment rooms are left open between patients and during cleaning to allow aeration.
- We are operating a contactless payment system where patients are asked to pay via online bank transfer within 24 hours of their session.

This policy is subject to change in response to advice from the Government and / or professional and regulatory bodies.