

COVID-19 Face to Face Consultation Procedures

Things are a little different at the moment. We want to reassure you that appropriate measures have been put in place to maintain the safety of our patients and staff.

The following procedures are in place for face-to-face consultations.

Pre-appointment

- You will be asked a series of screening questions as part of your remote triage. This will include questions about whether you or anyone in your household has symptoms of COVID-19 and whether you are classed in a high risk category.
- You will be sent a patient information sheet outlining what to expect and the measures we have put in place to mitigate risk.
- On the morning of your appointment, you will receive a text or email asking you to confirm your attendance and that you and your household are well and not experiencing Covid-19 symptoms.

On Arrival

- If possible, please park in the spaces directly in front of the clinic entrance and wait in your car for your Physiotherapist to welcome you in. If you park elsewhere or walk to your appointment, please wait outside the front of the clinic and your Physiotherapist will greet you at the door. Please be mindful to maintain social distancing.
- Appointments have been arranged to avoid crossover of patients entering and exiting the clinic. Please do not arrive early or late to your appointment to help us with this.
- Please attend your appointment alone. Anyone accompanying you will not be allowed to enter the clinic except where a chaperone is required. This should be discussed and agreed beforehand so extra precautions can be taken to facilitate social distancing.
- You will be asked to use the hand sanitiser before entering the clinic.
- The waiting area and WC will not be available for patient or visitor use. We apologise for any inconvenience this may cause. You will be escorted straight into the treatment room on arrival.
- You are asked to wear a face covering or mask to your session. We encourage you to bring your own but we do have disposable masks available to purchase for £2 if required.



During your appointment

- Your Physiotherapist will be wearing Personal Protective Equipment (PPE) for the duration of your session. This will include gloves, an apron and a fluid resistant surgical face mask. Eye protection may also be worn.
- The windows to the treatment room will remain open to promote ventilation.
- Social distancing of 2m or greater will be maintained wherever possible.
- Where social distancing cannot be maintained, for instance when providing treatment, it will be kept to the minimum time required.

After your appointment

- You will be asked to use the hand sanitiser again on leaving the clinic.
- We are asking that payment is contactless and made by bank transfer within 24 hours of your appointment.

Thank you for your understanding and cooperation. If you have any questions or concerns you would like to discuss, please contact us:

07904 263 212

info@sb-physio.co.uk