

Details of procedures to protect against transmission of Covid-19 during face to face treatments.

I ensure to do my absolute best to protect you during your visits to my clinic based at ProPhysiotherapy in Earlsfield. I want to reassure you that appropriate measures have been put in place to provide safety for all individuals.

Initial consultation (for new patients):

This will take place online and can be via Zoom, a WhatsApp video call or on a phone call, whichever your preferred method. This will last around 45 minutes and will consist of discussing your reason for coming for acupuncture, as well as taking a full health history. You will then come in to the clinic for the 1st treatment as arranged.

24hrs before arrival:

You will be sent a **Pre-appointment Screening and Consent Questionnaire**. This short questionnaire is in regards to whether you or anyone else in your household has symptoms of coronavirus and whether you are in the 'at risk' category.

On arrival:

On arrival, all patients are encouraged to use hand sanitizer and will have their temperature checked with a hand-held non-touch thermometer.

Waiting for the appointment:

When you arrive, please take a seat in the waiting room and please try to keep a two metre distance from all other clinic visitors at all times. Patients are more than welcome to wait outside in the courtyard, if they prefer.

All the clinic team will be wearing appropriate PPE and I ask that patients wear face masks when in the clinic. If you do not have a mask, then please let me know and you can purchase a disposable ear loop mask from me (£2.00 each).

Treatment rooms:

The room is cleaned before and after each patient, using disinfectant, and I sanitise any equipment which is used.

Disposable couch roll is refreshed and used over the cleaned couch.

There is a HEPA air purifier in the treatment room.

I wash my hands before and after each patient, and use alcohol hand gel during the treatment.

During treatment:

I am requesting that all patients wear clothes that are easy to roll up over knees and elbows or bring their own shorts and vest top if preferable.

Both you and I will be wearing face masks.

After Treatment:

Once treatment is completed, hand sanitising is again expected.

Any payments can be made via the card machine (which will be cleaned between each patient) or if patients prefer, they can organise to make a BACS transfer.

Please do not hesitate to get in touch if you want any further information regarding the health and safety policies.

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I look forward to seeing you!