

## Patient Policy and Guidelines for Attending the Clinical Environment

- Before attending a clinic, the patient will receive a telephone call to discuss their symptoms and whether a face to face consultation is appropriate.
- Should a face to face appointment be required, forms will be emailed for completion and return prior to your attendance. These are to confirm you have been made aware of the clinics policies during Covid-19 and details regarding your personal situation with Covid-19 and that you are willing to attend a face to face appointment.
- No patient deemed to be in the 'at risk' category as described by government guidelines will be accepted for treatment within the clinic [www.nhs.uk/conditions/coronavirus-covid-19/people-at-higher-risk/whos-at-higher-risk-from-coronavirus](http://www.nhs.uk/conditions/coronavirus-covid-19/people-at-higher-risk/whos-at-higher-risk-from-coronavirus) . This is for the welfare of those patients within the 'at risk' category.
- The patient should not attend the clinic should they feel unwell and should self-isolate.
- When attending the clinic, please bring limited items with you. Try to restrict items to a wallet, purse and one handbag if necessary.
- All patients will need to attend the gym/clinic wearing a facemask. If you do not have a mask, the clinic will provide one.
- The treatment room and equipment will be cleaned within the guidelines of Public Health England. A 15-minute interval between patients is to allow cleaning and reduce the chance of patient cross over.
- The patient should provide the receptionist with their name, car registration and reason for attending the gym. This is necessary for fire regulations and the gyms guidelines.
- This information should be verbalised ensuring the patient has no need to use a pen and so reduce the risks to the patient and receptionist under current Covid-19 guidance.

- The receptionist will advise the patient where the clinic waiting area is.
- The patient should maintain the 2-metre guidelines when inside the gym.
- The patient's temperature will be taken using a thermal thermometer.
- Should the thermometer reading indicate a high temperature, the patient will be advised to go home and self-isolate, to contact either their GP or call 111 for advice and contact the track and trace facility. The patient may consider attending a Covid-19 testing facility in the local area.
- The patient should comply with the 2-metre guidance when attending the gym, clinic and in the waiting area.
- The patient must use the hand sanitizer provided by the gym on arrival and in the clinic waiting area and /or treatment area.
- The physiotherapist will be wearing Personal Protection Equipment (PPE) as guided by Public Health England. PPE will include disposable apron, disposable gloves, disposable face mask and eye protection. This is to ensure the safety of both the patient and clinician.
- Should it be necessary to provide manual treatment, it will require working within the 2-metre social distance government guidelines. The patient will be asked for their consent before any treatment is commenced.
- Session times will be restricted to 30 minutes. Time within the 2-metre distance will be limited to 15 minutes.
- All payments will be made using a contactless payment system.
- The treatment room and equipment will be cleaned as described in the guidelines of Public Health England and the clinics policies when the treatment session is completed.

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