

## **COVID-19 – Information – Please Wait Outside for your Appointment.**

**We are now open for Face-to-Face Consultations and for Hands-On Treatment.**

*Appointment times have been extended, however this now limits the number of patients we can see each day. We will endeavor to provide you with an appointment as soon as it is possible and safe for us to do so. This is the information you need to read before your appointment at the Stamford Osteopathic Clinic*

In order to stay open and service your needs at this time, it is required that you read the following information.

**COVID-19** This virus is spreading easily, and is thought to spread mainly from person-to-person through people who are in close contact with one another (within a 2m radius) or through respiratory droplets produced when an infected person coughs or sneezes.

Whilst it is currently thought that people are most contagious when they are most symptomatic, it is possible some spread might be possible before people show symptoms.

**We are doing all that we reasonably can to minimise risk whilst remaining open.**

**We have put policies of hygiene in place that will allow us to reduce risks associated with the spread of this disease.**

**However, we cannot eliminate risk totally, especially as COVID-19 can be spread by those showing no symptoms.**

It is our clinic policy that you will be given information to make an informed choice as to whether you attend our clinic. This detail is available (on the website and outside the clinic) before you attend. Moreover, the clinician who will oversee your consultation and treatment will provide you with this information before he/she embarks on a course of treatment at this clinic with you.

On your visit to the clinic you will be asked to sign a form with this information on it. If you sign it, you are indicating that you have recognised any risks to your health that this visitation may cause. It is also indicating you have been given enough information by us to make an informed choice and demonstrates you are happy to undertake a consultation and or have treatment at this clinic, as well as adhere to the our procedures.

### **General Information:**

*All patients are required to wear masks when they enter the building. Please let us know if you would like to purchase one from us and we will arrange to have this for you before you enter the building. Practitioners will also be wearing them.*

Please **turn up for your appointment 10-15 minutes before** your appointment time and wait in the car park. Please **wait in your car and your practitioner will collect you** when they are ready. You may collect the information you must read and the forms that you to have complete, before your appointment, from outside the entrance to the building. Please bring a **black pen** with you to fill out these forms.

These forms are: **practice information, research forms, details of your name, address, email, contact telephone numbers, Date of birth and GP. We also provide you with CONSENT INFORMATION and a CONSENT FORM to fill out.**

**This information can be found on our website and downloaded here for you to read and fill out before your appointment. Please click on the word "CONSENT FORM" here to access the form.**

**If these forms are not available outside the building, please wait for your practitioner to provide them for you. Alternatively, telephone the clinic – 01780 239 667 and let the reception staff know that you do not have the forms and they will provide you with them.**

### **Staff Health:**

At this moment, the practitioner who you will be seeing is not exhibiting any symptoms of COVID-19 infection. This practitioner is testing their temperature daily to assess their status of health.

### **Hygiene:**

Practitioners will be wearing face masks and some may prefer to wear gloves.

The practitioner is washing their hands and forearms between every patient they see, and at least once an hour otherwise.

Hand sanitiser is available for everyone's use, and patient use is a requirement for treatment. All sections of the bench, and all seating areas are washed cleaned according to UK Government guidelines.

All hard surfaces are sprayed with disinfectant between every patient.

All commonly handled items (door handles, card machine, keyboards, telephones etc.) are disinfected between every patient.

All floors are cleaned thoroughly at least once a day.

### **Distancing:**

The clinicians are following social distancing recommendations outside of work, as defined by the UK Government.

Patient and practitioner chairs have been placed at least 2m apart from one another.

Patients are booked to avoid interaction, to allow airborne droplets to settle, and to allow time for extra cleaning measures. Our clinic is set up to allow space with which to attain social distancing requirements and adhere to high hygiene standards.

### **High Risk:**

Those patients in a high-risk demographic (aged over 70, pregnant, or immunocompromised, underlying health pathologies) are strongly advised to discuss the risks associated with having treatment in this clinic with their clinician, preferably before they attend the clinic.

If you require any more information, please let your practitioner know before your consultation. Preferably 48h before your appointment.

**Please note we have a cancellation policy of giving 48h notice in order that we may offer your appointment to another patient.**