



# CHIROPRACTIC

## Health Centres

### **Patient Guidelines**

The guidelines outlined below have been implemented at both Chiropractic Health Centres to help limit the risk of transmission of COVID-19, and help keep our clinics a safe place for our patients and staff.

As we gradually reopen our doors, we remain focused on how we can offer our care as safely as possible during this time. We know that for many of our patients, chiropractic adjustments are important in managing and alleviating their conditions. So, we have introduced some crucial changes to our procedures so we can once again continue to provide face-to-face support for our patients. These new protocols, in combination with our risk assessments, and industry and government guidelines, are our measures to ensure we continue to stand by our patient-focused approach, and most importantly keep our community safe.

**We ask that you please read through the information below carefully.**

### **GENERAL CLINIC CHANGES**

- Diary management (new bookings, rebooking's, etc.) is managed remotely until further notice to reduce contact with non-clinical staff
- A maximum of two practitioners will work at one time with staggered appointments where possible
- Practitioners will work from two rooms where possible to allow time for the room to air between each patient
- Increased time between every appointment is scheduled for our practitioners to carry out our detailed cleaning procedures in communal areas and appointment rooms and change PPE equipment
- Our bathrooms remain out of use until further notice. If it is urgent, please speak to your practitioner so the appropriate protocol can be carried out.

- Posters detailing both our clinic and government guidelines are displayed around both clinics
- All email correspondence with our patients will include a summary of our current protocols
- There is a **limit of THREE patients** in the waiting room at a time

## BOOKING AN APPOINTMENT

- Telehealth appointments will remain an option for all patients, with the following options available:
  - Initial Consultation (New Patient) £45
  - Follow-up Appointment £30
- All returning patients must answer to a **short pre-screening risk status questionnaire** before face-to-face appointments. If the patient risk status is 'confirmed', an online appointment to manage your condition at home will be offered until the appropriate risk period has passed. If the patient risk status is 'possible', an appointment will be offered either out of hours, sufficiently distanced from other patients, or online.
- All patients will be consulted or asked to read our guidelines prior to attending their appointment
- Those classified as 'clinically extremely vulnerable' may be discouraged from face-to-face appointments where the risk is considerably elevated, or where the need for a physical appointment is urgent, patients will be offered an out of hours or sufficiently distanced appointment in clinic.

## AT YOUR APPOINTMENT

- Patients are asked to arrive **as close to your appointment time as possible** to avoid coming in to contact with other patients. If the waiting room limit of 3 people has been reached, please wait in your car or outside the building (observing social distancing)
- Please **come unaccompanied** to your appointment, unless you require assistance or the appointment is for a minor
- Hand sanitiser is available in our waiting rooms, please use it when arriving and leaving the clinic
- We recommend wearing a mask and gloves to your appointment
- Card payments are encouraged (however we still accept cash)
- **Please do not attend your appointment if you or a member of your household becomes unwell.** We would be happy to reschedule your appointment and give you remote support until it is

safe for you to come in-person. The NHS currently defines possible coronavirus symptoms as one or more of the following:

- A high temperature
- A new, continuous cough
- Loss or change to your sense of smell or taste

**The health and well-being of our patients and staff continues to be our highest priority. We are continually consulting and abiding by industry and government guidelines to make sure we can continue to provide care while keeping you and your loved ones safe.**

**Thank you for your continued support.**