

New clinic procedures to protect against transmission of Covid-19

Dear Patient,

Under Covid-19 guidelines, all public places and businesses are required to set out new rules for visitors to follow – both for their own safety and the safety of others. I have carried out a detailed assessment of all clinic procedures and facilities and have made significant changes to help keep us all safe. Please read these notes carefully before attending the clinic.

Social distancing

It is important that everyone attending the clinic maintains a 2 metre distance from each other at all times. Obviously, I will need to be in close personal contact with you at several times during your appointment, for example, to examine you, take your pulses, find acupuncture points and insert/remove needles. I will keep the time spent within 2 metres of you as short as possible.

For social distancing reasons, please come alone for your appointment, unless a chaperone, parent or carer is required. Please leave accessory items (bags and coats) in the car, or travel with as little as possible.

If you, or someone you live with, develops any symptoms of Covid-19 before your appointment you must not come to the clinic. Please let me know as soon as possible. If you inform me of the situation before your appointment, you will not be charged an appointment cancellation fee.

Arrival at the clinic

I have increased the interval time between appointments to 30 mins, so it is very unlikely that another patient will be on the premises at the time of your arrival or departure. That said, it would be helpful if you could arrive no earlier than 5 minutes before your appointment. If you are travelling by car, please park in front of the clinic and wait in your car. I will text you when I am satisfied that the clinic has been fully disinfected and prepared for you to come in. If you are on foot, please kindly wait outside at a 2 m distance from the front door. No waiting room facilities are available.

An NHS Test and Trace QR code is now on display on the front door and in the washroom. If you have the NHS COVID-19 app on your phone, please scan the QR code to 'check-in'. If you don't have the app or a mobile, don't worry about it.

Handwashing

Please wash your hands immediately upon entering the clinic. You will be directed to the cloakroom. Please follow the handwashing instructions on the wall poster recommended by the NHS. If you need to use the toilet, please wash your hands *before* and *after* using the toilet. Please also wash your hands before leaving the clinic. Hand sanitiser dispensers are also available in the cloakroom and treatment room.

I will wash my hands regularly throughout your consultation and treatment in line with the British Acupuncture Council's Safe Practice Guidelines.

Face mask and respiratory hygiene

It is now mandatory for everyone to wear a face mask in an indoor clinic environment. Homemade masks and face coverings made from untested materials are not permitted, as there will be times during your appointment when it will be necessary for me to be in close personal contact. Both practitioner and patient

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are required to wear surgical masks throughout the consultation. This will help to reduce the potential risk of transmission of Covid-19 when we are in close proximity. The risk of transmission increases significantly with taking off/replacing the mask. Regulations now require that you wear your mask at all times during your appointment, unless your treatment necessitates you lying face down on the couch with your head in the face hole. In this situation, you must put on a new face mask when you get up off the couch. Your mask should cover your nose and mouth. Please do not touch your mask once you have put it on.

If you prefer to bring your own mask, that's fine, but it must be a disposable surgical mask. You need to put it on *before* coming into the clinic. If you wish, I can supply you with a surgical mask. Just let me know. In this case, a new surgical mask (with ear loops) will be put on the table (on a clean surgical tray) in the cloakroom just prior to your arrival. There is a poster on the wall showing you how to put it on. Please keep the mask on until after you leave the premises and dispose of it safely at home.

Clothing

If you are exposed to lots of people eg through work or use of public transport, please have a shower and put on clean clothes *before* attending your appointment.

Until the Covid-19 risk lessens, I will not be practicing massage.

You will not be required to undress for your treatment. Please wear loose comfortable clothes and slip on shoes.

It has been shown that the risk of transmission is reduced with good ventilation. Consequently, windows will be opened between appointments and, weather permitting, during appointments. An extractor fan will be switched on throughout your appointment. The room will be heated in line with weather conditions, but if you tend to feel the cold, it would be a good idea to wear warm clothing.

Other considerations

The guidelines for safe practice require that all surfaces contacted by the practitioner or patients are disinfected between patients. Consequently, all soft furnishings, fabric couch covers, towels, cotton pillows etc have been removed from the clinic and replaced with furniture that can be disinfected - medical hygienic pillows and PU wipeable bolsters, knee supports etc.

A Cleaning Checklist will be posted in the cloakroom so you can see that the clinic has been thoroughly disinfected before you arrive.

At the start of your consultation, you will be required to sign a Patient Consent Form. It would be helpful if you could bring your own pen to complete this.

Payment

I would prefer that you pay by bank transfer. If this is not possible and you need to pay by cash or cheque, a receptacle will be provided where you can place your cash/cheque. If you choose to pay by cash, no change will be given. So please bring the correct money. See my website for prices.

Sincere thanks for your co-operation. If you have any questions or concerns, please do not hesitate to let me know.

Stay safe, Warmest wishes

Judy Bowen-Jones

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Patient Advance Information Sheet PAIS – to be emailed/sent to patients with PCF before their appointment (30/9/20)