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**COVID-19: FACE TO FACE TREATMENT PROCEDURES**

The team at ProPhysiotherapy ensure to do our absolute best to protect you during your visits to our clinics. We want to reassure you that appropriate measures have been put in place to provide safety for all individuals, whether as a patient or as a member of our team.

So, existing patients will notice that things look a little different at the clinic!

**Pre-arrival:**

Patients will be asked to complete a short questionnaire in regards to whether they or anyone else in their household has symptoms of coronavirus and whether they are in the 'at risk' category. All patients will be sent a copy of our Covid-19 Patient Information Sheet, outlining the measures that we have put in place to ensure high health and safety standards.

**On arrival:**

All patients will have their temperatures taken with a hand held non-touch thermometer.

Several of the reception chairs have been removed and our waiting area has moved into our studio upstairs where social distancing will be much easier to adhere to. Patients are more than welcome to wait outside in the courtyard, or can wait in their cars until their appointment time if they would prefer.

Entry into our new waiting room is clearly signposted and is at the top of the middle stairs on the right between unit 11 (ProPhysiotherapy) and unit 12 (SWPodiatry). Patients will not need to enter our usual reception area, unless they cannot get upstairs and need to wait downstairs. There are still chairs available downstairs.

Hand washing will be expected prior to any appointment, and hand sanitisers will be available throughout the clinic for patient use.

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

Wherever possible, only one person at a time should attend the appointment, unless you are accompanying a child or a vulnerable person.

**During treatment:**

The physiotherapists will be wearing masks, gloves, and disposable aprons.

We are allowing additional time between patient appointments to enable us to clean each room and sanitise any equipment which is used. Staggering patient appointment times like this will also reduce inter-patient contact.

We are requesting that all patients bring their own shorts (if required) and a towel which can be used during treatment or used to cover our gym mats if exercises are being performed in the gym. This will be in addition to our couch roll which we use with each patient to cover the couch.

**After Treatment:**

Once treatment is completed, hand sanitising is again expected and patients will be able to exit the building through our usual front door, therefore not requiring to pass other patients, reducing the risk of cross contamination. We will be operating a one way system for entering and exiting our building.

Any payments can be made via our 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 our health and safety policies.

Email: [enquiries@prophysiotherapy.co.uk](mailto:enquiries@prophysiotherapy.co.uk)

Tel : 020 88791555

We really look forward to seeing you back in our clinic!