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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 when the clinic is at its busiest. 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).

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 one will be provided for you.

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 Physiotherapist / Clinician will be wearing a mask, gloves, and an apron.  
Visors may be worn following a risk assessment.

Our treatment rooms now have HEPA air purifiers to ensure the removal of 99% of airborne particles and allergens.

The treatment rooms and equipment will be thoroughly sanitised and disinfected between each patient.

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. We will be operating a one-way system for entering and exiting our building when the clinic is at its busiest.

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!