*Rebecca Simpson*

Physiotherapy

*Making your life better…*

**COVID-19 Information for Clients**

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| In light of the changing situation regarding the coronavirus (COVID-19) I would like to share with you the procedures that I will be following over the coming months. The health and well-being of my clients are my absolute priority and I hope you will be reassured by these measures:**Daily monitoring*** I will not work if I develop any flu-like symptoms or a persistent, dry cough, and will self-isolate for 7 days as per Government guidelines.
* If any of my family develop symptoms, I will self-isolate for a period of 14 days as per Government guidelines.

**Client monitoring and screening*** Clients will be screened when they book their appointment to ensure that they are not displaying symptoms. I request that all clients cancel their appointments if they develop a fever (temperature above 37.9 degrees Celsius) or flu like symptoms or a new, persistent cough.
* If any clients are living with any person with coronavirus or displaying the above symptoms, *please cancel your appointment*. Please remember that some of my clients are very vulnerable, and their wellbeing relies on all clients respecting this.
* I understand that, in the event of the above, you may not develop the disease. I will arrange a follow up appointment for you, two weeks after the date of your cancellation, which you can attend if you are symptom free.
* I will continue to offer Zoom, FaceTime or telephone appointments to any clients who fall into the above categories. I will endeavour to provide you with the very best remote services possible (subjective assessment, clinical diagnosis, education, advice and exercise prescription), including being sent information sheets and handouts after the session as needed.

**Clinic infection control measures*** I clean the clinic thoroughly each day.
* I will regularly use sanitiser and wipes throughout the day on all communal areas and surfaces, door handles, sanitaryware etc.
* I will not be using towelling bed covers or pillowcases and will sanitise the treatment couch by spraying and wiping down between each client.
* New disposable paper covers will be placed on the treatment couch prior to each client’s session.
* I will always strive to provide alcohol gel for communal use.
* Tissues are provided for use to catch any coughs and sneezes which the client should dispose of in the bin provided, then wash their hands with soap and water or hand sanitiser to eliminate germs.
* I will wear a new disposable apron, facemask and gloves for each client, and will risk assess whether additional protection is required.
* I will wash my hands using the NHS hand washing protocol between each client.
* I will appropriately clean and dispose of soiled items e.g. linen and towels.
* I will sanitise workstations between users including computer keyboards, telephone receivers etc.

**Your appointment*** If you have none of the symptoms described above and no known exposure to the virus, I look forward to seeing you for your treatment session.
* Please ***do not bring members of your family*** with you to your appointment unless necessary.
* Please ***wait in your car*** until I am ready for you to start your appointment.
* On entering my property, please ***wash your hands*** in the facilities provided.
* Please make use of our alcohol gel and hand washing facilities as often as you wish or require.
* Please bring your ***face mask*** if you have one (a mask may be provided if necessary). Gloves are not necessary.
* Please ***pay by card*** at the time of your appointment or bring cash in a sealed bag.
* After treatment, please ***wash your hands or use hand sanitiser*** before exiting the property.
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