

# COVID-19/CORONAVIRUS POLICY

Following guidance from our governing body and supporting institute, I am now back up and running following the implementation of risk assessment and cleaning procedures. These are outlined below:

1. **WAITING ROOM** - there are currently no waiting room facilities. **Please aim to arrive on time to your appointment or 5 minutes early and wait in your car/outside until you are called in.** This is to avoid contact with other patients. The hallway floor will be cleaned and disinfected before and after every patient visit
2. **PATIENTS** - You will receive a triage call or text on the day of, or the day before, your appointment to ensure that it is safe for the session to go ahead. On arrival, If you don't already have one, please pop a mask on if asked to do so. Please then wash/sanitise your hands using the products provided when instructed. **Washing/sanitising your hands should take at least 20-30 seconds including the backs of your hands, extending up into your forearms.** I am asking all patients, where possible, to pay by BACS or contactless card payment.
3. **CLOAKROOM** - where the cloakroom is used as a toilet or for hand washing, single use 100% cotton hand towels are available to dry your hands and are washed/dried according to infection control guidance. **Please put used hand towels into the waste-basket below the sink and follow up hand-washing with hand sanitiser use (provided).** All hard surfaces within the cloakroom, including the tap, light pull, flush, toilet seat flooring and door handles are cleaned and disinfected between patients.
4. **TREATMENT ROOMS** - **Hand sanitiser will be available within the treatment room.** The plinth, chairs, card machine, light switch (if used), door handles and hard surfaces are cleaned and disinfected before/after every patient. No couch covers are used on the plinths and the fabric chairs have been replaced with wipeable plastic. Where towels are used, they are washed/dried according to infection control guidance. The room is aerated for 15 minutes between patients to ensure adequate ventilation. The hard flooring of the clinic room is disinfected between patients.
5. **PPE USE** - **I will be wearing, at ALL appointments, a pair of disposable gloves, a disposable apron and a fluid resistant surgical mask. In some cases, I may also be wearing a visor. Depending on the outcome of your initial risk assessment, I may offer you a surgical mask to wear instead of your own if it will offer better protection to you.** Use of PPE allows us to safely have direct contact (<1m) whilst lowering the risk of COVID-19 transmission as much as possible.
6. **PRACTITIONER** - I will maintain a high level of hygiene by washing and sanitising my hands and forearms thoroughly before and after every patient visit, with use of hand sanitiser at regular intervals throughout visits too. I will not knowingly put you at risk and will keep you informed, where appropriate to, should I deem that a risk greater than that discussed in the initial risk assessment and triage has been posed to you following a visit to the clinic.

Please allow me the time needed to carry out these tasks day to day. Although I will not be able to completely eradicate all risk of transmission, I am taking measures to lower the risk as much as I can to make your visits to me as safe as possible. If you have any concerns regarding the information above please raise these with me directly.

Many thanks,

Abigail  
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