



Covid-19 – The New Clinic Procedures

The New Procedures due to Covid-19

Introduction

Dear Patient,

I would like to welcome you to, or welcome you back to, the clinic.

As you will be aware all public places have created new rules for visitors to follow for their safety and the safety of others.

Please read through before attending the clinic. If you have any further questions, please let me know.

As time goes by, these requirements are likely to change.

These new procedures are here to try to reduce the risk of Covid-19 and **these procedures are compulsory.**

This document is here to let you know what to expect before you arrive, to help you feel more comfortable and prepared.

If you have any questions, please contact me.

Kind regards

Mark

Mark Shepherd

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Being on time

- With the many additional measures in place, being on time for your appointment is particularly important.
- We recommend arriving a little early.
- Arriving late may well unfortunately result in the appointment needing to be cancelled.

Health Information: Covid-19 consent form

- Before attending you must have completed and returned a Health Information: Covid-19 Consent Form. I will send this to you and will recheck this with you at every appointment, unless we are doing online appointments.
- If you or those you live with are Clinically Vulnerable or Clinically Extremely Vulnerable, we need to decide whether it is appropriate for you to come.
- Detail of Clinically Vulnerable and Clinically Extremely Vulnerable will be on the Consent form and are also at the end of this document.

Social distancing

- We ask all visitors to the clinic to maintain a two metre distance from all other people in the clinic at all times.
- The only exception to this is with your practitioner, who will let you know when it is appropriate to approach under two metre and for how long.

Are you able to come on your own?

For social distancing reasons, unless you require assistance for specific support and care needs, we ask you to come alone for the appointment where possible, unless a chaperone, parent or carer is required.

Before you arrive – are you free of COVID symptoms?

Before arrival if:

- You or someone you live with:
 - a. Develops symptoms of Covid-19 by the time of the appointment, or
 - b. You are required to self-isolate or quarantine for any reason, including through the Government's Test and Trace.

Do not come for your appointment. Please contact me instead and we can arrange an on-line appointment.

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Entering the clinic – Requirements for everyone entering the clinic.

- We have spaced out patient arrivals and departures, so that all visitors to the clinic can remain socially distanced.
- You will receive a specific time for arrival.
- When you arrive, please wait for a text from me before entering or I will come and get you.
- Please leave accessory items (bags and coats) in the car, or travel with as little as possible. This also applies to anyone who accompanies you.
- You, and if someone is required to accompany you, they too must enter wearing a facemask, and satisfy all the same requirements for attending the clinic, that is being symptom free and not having to self-isolate or quarantine for any reason including, Test and Trace. There is more on facemasks below.
- Temperature – your temperature and the temperature of anyone entering the clinic will be taken with a contactless thermometer. Anyone with a temperature will need to immediately leave and we can arrange an online appointment instead.
- Please ensure you keep two metre distance from all other clinic visitors at all times.
- Please wash your hands immediately upon entering the clinic and then, if your facemask or that of any visitor is not a surgical mask, after you have washed your hands, please change your own facemask for the one provided. You will be directed to the appropriate handwashing facilities. There will be a poster nearby to demonstrate handwashing techniques recommended by the NHS. There will also be a poster for putting on and removing facemasks.
- Please also wash your hands before leaving the clinic. Again the same applies to any visitors.
- This video on hand washing <https://www.youtube.com/watch?v=bQCP7waTRWU> from the Department of Health and Social Care is a useful tool.
- **Once you have left, the clinic will be shut I will be cleaning in time for the next patient.**

Face mask and respiratory hygiene

- All visitors must be wearing a facemask or homemade face covering to enter.
- All visitors must wear ordinary surgical masks in the clinic. You may bring your own or ask and I will provide one for you upon entering the clinic, as described above.
- There will be posters showing you how to put on and take off the facemask.

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- There will be a masks bin as you leave to dispose of your facemask, if you used a surgical mask from the clinic.

Coughs and Sneezes

- If you need to change your mask for the one provided, and you need to sneeze or cough while in the clinic, please do so into a clean, disposable tissue and throw it away immediately in a clinic waste bin. Please wash your hands immediately after doing so.
- **Do not remove your mask to cough and sneeze.** There can be a reflex action to pull off a mask to cough and sneeze. **Please do not do this.** Please cough or sneeze into your mask, and into the crook of your arm. I can give you another mask if required.
- If are continually coughing or sneezing, please arrange for an online appointment and do not come to the clinic.
- **The why.** The requirement here is that, if someone coughs or sneezes without a barrier in the clinic, I am required to stop and the clean the area and potentially change what I am wearing, which will take consider time from your appointment. I want to spend that time on you.

In The Treatment Room

- Once in the treatment room, there will be a box in which to place your belongings.
- We will socially distance for the greatest amount of time possible, whilst in the treatment room. I will guide you through this.
- I will of course provide you will a gown, if needed, and towels, in needed. **Please do not help yourself to towels or gowns from the boxes in the treatment room** because I will then **not** be able to use the other towels and gowns in the boxes.

What if symptoms, a temperature check, self-isolation, quarantine or Test and Trace mean we cannot have the appointment?

- If your or my symptoms, a temperature check, self-isolation, quarantine or Test and Trace mean we cannot have the appointment, then we can either,
a) arrange for Online Acupressure treatments during that time, or
b) wait until we can return to in person treatments.
- Online Acupressure is where I will guide you to where, and how to apply gentle pressure to help yourself.
- Acupressure has a long history of helping people, help themselves.

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Cashless, Contactless Payment

- Please bring your mobile phone with you to your appointment.
- Rather than even having to use a keypad, using my payment system, I am able to send you a payment link, to your mobile phone. This will enable you to may a payment using your mobile phone, there and then.
- If, you do not have a mobile phone that is able to access the internet, then please let me know and we can arrange for payment by online banking, to be made, before you arrive.
- If, you not have a mobile phone that can access in the internet and you are not able to do internet banking, then please bring your bank card or credit card and we can use the my key pad for my payment system. This will be cleaned every time, before and after use.
- If, you not have a mobile phone that can access in the internet and you are not able to do internet banking, and not do have bank card or credit card, then please bring the correct cash and place it in the box provided.
- Unfortunately, cheques are not accepted.

After you leave – Test and Trace

We need to follow the Government Test and Trace requirements:

If **within 48 hours** of your appointment:

- You develop symptoms of Covid-19, please contact me as soon as possible, as well as and arranging for a Covid-19 test.
- **Please inform me of the result of your test as soon as you get your test result.**

If I develop symptoms within 48 hours of our appointment:

- I will let you know,
- **I will get tested and I will let you know the result as soon as I get it.**
- If result is positive, I will need to give your contact details to Test and Trace,

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What will happen before you arrive

Before you arrive:

- The door handles
- Chairs in the treatment room
- The treatment couch
- The toilet

will be cleaned.

I will be wearing PPE, some of which is compulsory and some of which is voluntary.

Questions?

Much of the above, is what we have to do anyway, in the times in which we now find ourselves.

The procedures for inside the clinic are what is now required for the clinic operate.

Once we have done them a few times, it will become the new norm.

If you have any questions, please call me on 07517 422 447.

I am here to help.

Appendix – Clinically Vulnerable and Clinically Extremely Vulnerable

Clinically vulnerable people

People in this category of risk include:

- 1 Anyone aged 70 and older (regardless of medical conditions)
- 2 Anyone under 70 with an underlying health condition (that is, anyone instructed to get a flu jab as an adult each year on medical grounds) – such as:
 - a chronic (long-term) mild to moderate respiratory diseases, such as asthma, chronic obstructive pulmonary disease (COPD), emphysema or bronchitis
 - b chronic heart disease, such as heart failure
 - c chronic kidney disease
 - d chronic liver disease, such as hepatitis
 - e chronic neurological conditions, such as Parkinson's disease, motor neurone disease, multiple sclerosis (MS), a learning disability or cerebral palsy
 - f diabetes
 - g a weakened immune system as the result of conditions such as HIV and AIDS, or medicines (such as steroid tablets)
 - h being seriously overweight (a body mass index (BMI) of 40 or above)
 - i pregnant women

Clinically extremely vulnerable people

People in this category of risk include:

- 1 Solid organ transplant recipients.
- 2 People with specific cancers:
 - a people with cancer who are undergoing active chemotherapy
 - b people with lung cancer who are undergoing radical radiotherapy
 - c people with cancers of the blood or bone marrow such as leukaemia, lymphoma or myeloma who are at any stage of treatment
 - d people having immunotherapy or other continuing antibody treatments for cancer
 - e people having other targeted cancer treatments which can affect the immune system, such as protein kinase inhibitors or PARP inhibitors
 - f people who have had bone marrow or stem cell transplants in the last 6 months, or who are still taking immunosuppression drugs
- 3 People with severe respiratory conditions including all cystic fibrosis, severe asthma and severe chronic obstructive pulmonary disease (COPD).
- 4 People with rare diseases that significantly increase the risk of infections (such as severe combined immunodeficiency (SCID), homozygous sickle cell).
- 5 People on immunosuppression therapies sufficient to significantly increase risk of infection.

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- 6 Women who are pregnant with significant heart disease, congenital or acquired.
- 7 Other people have also been classed as clinically extremely vulnerable, based on clinical judgement and an assessment of their needs. GPs and hospital clinicians have been provided with guidance to support these decisions.

More information about who has been classed as clinically extremely vulnerable is available on the [NHS Digital website](#).