

Shaw Chiropractic Clinic

Revised Clinic Procedures – Effective 30th November 2020

As we are now entering the colder months, we would like to introduce a few changes to our current procedures which will hopefully help the clinic to run more smoothly, whilst still complying with current Covid19 and our insurance/professional body guidelines.

Due to the extra time required for enhanced cleaning/disinfecting, we are continuing to space out appointments and operate a closed door policy. At present we rarely run late, but if we do (and we apologise if this happens), it is due to clinical need or technical difficulties with video appointments.

Please help us ensure we can maintain a safe environment for patients and staff alike by adhering to the following requirements.

The following changes will take effect from **Monday 30th November**:

- **Please arrive (no more than) 4-5 minutes early.** (If patients arrive unnecessarily early they will be asked to wait outside the building).
- **Always ring the bell** on the clinic door to let the staff know you are here (*we cannot always see you*) then sanitise your hands. A member of staff will greet you, take your temperature and ask you to complete/sign a Covid risk assessment form.
- You will be directed to a seat and asked to place your belongings inside a sanitised container and replace the lid. Please do not put belongings on furniture or window sills.
- Always **wear a mask** when entering the building.
- We are no longer continuing with payments in advance as feedback has indicated that patients prefer to pay as they go (this excludes pre-payment plans). To help avoid excessive phone calls, please book and pay for your appointment whilst in the clinic. However, all **new patients** will be asked to pay at time of booking to secure the first appointment in the diary.

You will need to bring the following to each appointment:

- Large beach towel / bath sheet
- Glasses (if required)
- Phone (useful to photograph information rather than having to write it down)
- Purse / wallet
- Diary / work rota to book next appointment

Below is a reminder of our current procedures which remain in place.

Please:

- Wear light accessible clothing - thin tops - preferably a t-shirt or other light cotton top (not woollens) without seams/beading/buttons on the back.
- Do not wear multiple layers - one t-shirt and either jumper/sweatshirt or coat only.
- Thin bottoms – light trousers, jogging bottoms/leggings (preferably not jeans).
- Do not wear belts.
- Wear slip-on shoes or trainers/shoes with laces undone and tucked in.
- Remember at all times it may be necessary to undress if it is not possible to fully examine/treat without doing so. We are not allowed to provide gowns.
- Do not wear/bring **any** jewellery/watches (rings excluded). We have always asked patients to remove jewellery items in order to prevent breakage, hindrance of treatment and injury. Although some patients have persisted in wearing jewellery in the past, this is no longer acceptable within the current rules we have to operate.
- Avoid touching any surfaces within the clinic such as desks or door handles unless absolutely necessary and avoid leaning against window sills, railings etc.
- Do not bring bags.
- Attend alone unless you require a chaperone.
- Notify the chiropractor or reception staff if you use the toilet facilities so that we can disinfect all surfaces in the toilet.

Thank you for helping us remain safe in the current climate.

Kind regards

Sandy & Team