

Covid 19 Safety Procedures:

Our 4 Step Safety Plan to Looking After You

We are delighted to be reopening following the Coronavirus lockdown. Strict protocols are in place to keep everyone as safe as possible and provide the best possible service to our patients and team.

Step 1: Before You Come In

After making your appointment we will email you this document which is our **Covid 19 Safety Procedures** and the **Pre-treatment Covid 19 Checklist** (in text box below).

- Please reply by email that you have read this document and you confirm that you do not answer 'yes' to any of the questions in the Checklist.

Pre-treatment Covid 19 Checklist

- Check if you or someone in your household has Coronavirus symptoms:
 - a high temperature above 37.8C
 - and/or a new continuous cough, i.e. coughing for longer than an hour or three more coughing episodes in 24 hours. (If you usually have a cough, it may be worse than usual).
 - a loss or change to your sense of smell or taste.
 - Do you live with someone who has symptoms of Covid 19?
- If you answer yes to any of these please phone us to advise and we will reschedule your appointment in 7/14 days' time depending on the

- If you normally come to our clinic with a helper, we ask that for now you come alone or ask your helper to wait outside. This is to ensure we have as few people sitting in our reception area as possible.

Step 2: When You Come In

- Please wear a face mask when you are in the clinic, following new government legislation.

- Please arrive no more than 5 mins before your appointment. This will minimise the number of people in reception.
- Please observe our social distancing procedures when entering our clinics. Our reception chairs are spaced 2 metres apart.
- When entering our clinics, we ask that all patients use the hand sanitisers provided or wash your hands before your appointment.
- If we have not received your email consent that you have agreed to this document and the Covid 19 Consent Form (attached) we will ask you to sign them before your treatment.
- We have screens in place at our reception desks.
- We have increased our normal Infection Control Policy and will be cleaning door handles and reception desk periodically with medical wipes
- We will not be offering magazines or glasses of water for the time being
- We are staggering our appointment times to minimise the number of people in reception at any one time.
- If you use our bathroom, please wipe it after you use it by wiping the surfaces you have touched with our medical wipes provided.
- Cover your mouth and nose with a tissue or a sleeve (not your hands) when you cough or sneeze.
- Put used tissues in our bin immediately afterwards and wash your hands.

Step 3: During Your Appointment

- The benches will be wiped down with medical wipes after every treatment.
- As per the General Chiropractic Council and Scottish Chiropractic Association guidelines we will wear the recommended PPE kit.

Step 4: After Your Appointment

- We encourage all patients to pay by card or direct debit rather than cash.
- We also encourage you to Block Book your appointments.
- We usually like to have a friendly chat after, but sadly we will reduce that for now to free up reception.
- Should you develop any Covid 19 symptoms in the days or weeks following your attendance please advise us.

We look forward to continuing to support you and your family during this time.