



THECHIRO LTD. PATIENT PROTOCOL FOR COVID-19

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OUR OBJECTIVE

To **reduce the risk** of viral transmission whilst continuing to **provide safe, effective care** to patients and keeping our service as **convenient and user friendly** as possible.

To provide an environment whereby attending the clinic for a face to face appointment puts you at **no higher risk, according to Public Health England**, than other socially distant activities which are now becoming commonplace.

WHAT IS THE PURPOSE OF THIS PROTOCOL?

Significant measures have been put in place to reduce the risk posed by COVID-19 but **we need the full cooperation from all of our patients**. This protocol explains to you, as a patient, what you can expect and how you can help us to keep the clinic a safe space. Thank you for your continued support.

WHY ARE WE OFFERING FACE TO FACE APPOINTMENTS AGAIN NOW?

The decision to offer face to face appointments was made following publications from Public Health England's Test & Trace operation providing guidance on the measures required to conduct face to face appointments in such a way that **our appointments do not qualify as direct or proximity contact situations** normally associated with skin to skin contact, being closer than 1m to someone

for a minute or closer than 2m for 15 minutes. This allows us to comply with social distancing measures which has not been possible until now.

IS IT SAFE?

Yes. We have reason to believe the measures in place are necessary and sufficient to provide a safe environment, if this changes the clinic will be closed again. It must be accepted that some risk exists even in a safe environment because it is not possible to eliminate all risk completely. These risks have been managed sufficiently to deem attending face to face appointments a **safe activity**. By attending the clinic the patient accepts these risks.

CANCELLATIONS AND PPE FEES

We are doing everything we can to prevent anyone who may have COVID-19 from attending the clinic. This means that **we may have to cancel your appointment at short notice** and we can only apologise for this. The increase in protective measures have come at a cost and we also have to spread appointments further apart to make time for thorough cleaning between patients. We have therefore had to introduce a **PPE charge of £5** for each appointment which we hope you find reasonable. Please don't feel you have to attend if you have any concerns about having or coming into contact with COVID-19. **You will not be charged a late cancellation fee** if you have to cancel for COVID-19 related concerns.

BOOKING AN APPOINTMENT

Patients may book appointments as normal. However, unless the appointment is booked by a chiropractor, all patients will be telephoned by a chiropractor before their appointment can go ahead to make a decision on whether a face to face appointment is likely to be more beneficial than a telehealth appointment.

If a face to face appointment is deemed to be justified by the chiropractor, then the patient will be asked to **complete the COVID-19 Screening form and sign the declaration on the website within the 24 hours prior to each appointment** so as to allow for an individual risk assessment by a chiropractor.

Based on that risk assessment, the appointment may be cancelled whilst providing as much notice to the patient as reasonably possible. Patients will not have access to the clinic without our receipt of the screening questionnaire and declaration. **The form and declaration can be completed over the phone if the patient does not want to submit these on the website.** This will help to protect patients, staff and the wider community by significantly reducing the clinics exposure to COVID-19.

For data protection purposes, the patient will only be asked for their appointment date and time and date of birth by means of providing identification.

ARRIVAL AT THE CLINIC

Patients must **arrive on time (no earlier)** for their appointment – the front door will be locked.

Please do not use the knocker or touch the door handle. (Phone 01872 561396 if you want to let us know you have arrived but this is not necessary).

Patients must attend their appointment alone (unless they require a carer, translator or chaperone – see below).

The chiropractor will be wearing full PPE (IIR facemask, eye protection, apron and gloves)

The chiropractor will check all patient's temperatures at the door using a forehead thermometer.

Anyone with a high temperature will not be permitted to enter the building.

ENTERING THE BUILDING

Patients will be shown directly to the treatment room (no reception or waiting area) where there are **handwashing facilities and alcohol hand gel**.

Patients will be **given and requested to wear a IIR facemask as a minimum** and they will also be offered eye protection, apron and gloves.

Patients will be offered help with their PPE if required.

Toilet facilities are available but patients are asked to bear in mind that these will have to be cleaned each time someone enters.

AT THE END OF THE APPOINTMENT

Cash will not be accepted, patients are asked to make a contactless card payment where possible or they may be invoiced and asked to make a bank transfer.

Patients must **please leave promptly** at the end of their appointment to allow for cleaning before the next patient arrives. Patients will be shown out by the chiropractor in order to avoid touching additional surfaces.

ATTENDING WITH CARERS, TRANSLATORS, CHAPERONES AND MEMBERS OF YOUR HOUSEHOLD ALSO ATTENDING FOR AN APPOINTMENT

If a carer, translator or chaperone is required, these should be members of your household wherever possible.

Everyone attending will have their temperature taken at the door and **if any member of the group has a high temperature then no one from the group will be permitted entry** to the clinic and the appointment will be cancelled but may be rescheduled.

A maximum of two members from the same household can attend together if they each have appointments booked consecutively.

THANK YOU FOR READING OUR COVID-19 PATIENT PROTOCOL