**Let’s stay safe together during COVID 19**

Following your triage call with the department, based on your feedback a face to face call will be arranged. In order to safeguard all parties the following operating procedures have been put in place and we would ask you to follow all instructions in order to minimise the risk of infection

You will receive a number of documents which will need to be completed and returned to us no less than 24 hours prior to your face to face appointment, failure you do this will result in your appointment being cancelled:

* Pre assessment screening questions
* Pre assessment consent form

Patients are advised to arrive 5 minutes prior to their specified treatment time and are asked not to bring anyone with them unless the patient is under 18 years of age or requires a chaperone/translator. Where this is the case this should be discussed at the time of booking to enable the completion of additional screening and consent forms.

Please contact us as soon as possible to cancel your appointment if you are displaying symptoms of COVID

**On arrival at the clinic:**

* If driving, the patient should remain in their car until called by the physiotherapist or receptionist
* If walking, the patient should remain outside the front door under the covered porch area until asked to come into the building
* If a patient has their own face mask we would ask that they put it on before entering the building, face masks will be available for those who don’t have one and must be worn whilst in the building (unless contraindicated).
* The physiotherapists will collect you from your car or the outside porch area at your allotted appointment time and you will be asked to complete the COVID-19 systems screening questions again. If all symptoms are clear treatment will proceed
* The patient will be escorted through to a cleaning station where you will be required to thoroughly wash your hands and place on a face mask (if you have not brought your own). Alcohol gel and disposable gloves are available for those who would like to use them.
* Please minimise the personal belongings you bring with you (e.g extra bags, shopping, heavy coats, food).
* The patients temperature will be taken
* You will be asked to leave your car keys/phone and any other belongs in the clean room they can be collected on your way out
* The patient is asked not to touch any door handles, all doors will be opened and closed by the physiotherapist / receptionist.

**On entering the treatment room:**

* You will be asked to place your car keys/phone and any other belongs in a separate bowl to be picked up on leaving the treatment room
* The patient will be directed to sit on the treatment couch
* The therapist will conduct the subject and objective assessment as clinically appropriate – minimising patient contact where possible keeping a distance of more than 2 metres away
* The therapist will treat as clinically appropriate. Contact time will be maximum 15 minutes
* Any massage oils used will be applied from a pump dispenser to avoid cross contamination
* The pillow case will be wipe clean plastic and covered in disposable paper towel
* Disposable paper towel will cover the treatment couch, no blankets or soft treatment couch covers will be used. Any towels used will be changed after each client and washed at 60 degrees.
* Appointment slots will be strictly 30 mins, in order to keep pace with the needs to clean down the department between sessions.

**On exiting the treatment room:**

* The door will be opened for you and you will be asked to follow the physiotherapist to the reception area to arrange a follow-up appointment, appointment dates will be emailed (i.e no appointment cards will be handed out)
* Payment for treatment is by contactless card **only** no other forms of payment will be accepted, as our max limit has now been increased to £45 a patient will not be required to input their security code.
* Face masks provided by the clinic should be removed and disposed of in the bin provided as you exit the building.
* Once the patient has left the premises, the therapist will remove PPE and dispose of it in the bin provided.

**In between patients:**

* A 15 minute gap will be left between patients to ensure no patient crossover
* All contact surfaces including door handles, treatment couch etc will be cleaned with wipes and/or disinfectant spray and disposable paper towel. This will include the toilet facilities if they have been used by the patient.
* The therapist will wash their hands as per NHS guidelines before and after each patient.
* Where possible, windows and doors will be opened to increase ventilation.

**Toilet Facilities:**

* Toilet facilities will remain available, but we would ask that they are only used if absolutely necessary. Where they are used by a patient, they will be cleaned between appointments.
* There is signage in place to educate on proper hand washing technique
* Paper hand towels are provided for patients to dry their hands and these should be disposed of in the bin provided.

**PPE and Test and Trace:**

* The therapist will wear a face shield or goggles, face mask, plastic apron and gloves during each consultation. Single use items will be changed after every appointment.
* The patient will be asked to (if not providing themselves) wear a single use face mask which will be disposed of on leaving the building.
* MSK Physiotherapy is deemed as non-aerosol generating, therefore the use of FFP3 masks and full length gowns is not indicated
* PPE will be disposed of appropriately by Alexandra Physiotherapy Clinic
* To support NHS Test and Trace, daily appointment records will be maintained for 21days; this reflects the incubation period for COVID-19 (which can be up to 14 days) and an additional 7 days to allow time for testing and tracing. After this time the information will be securely disposed of.