

Patients being seen in Face2Face appointments



Following the governments advice we are open for all patients for Face2Face appointments who:

- Require assessment and treatment
- Would benefit from hands-on treatment
- Post/Pre-op care
- Ongoing Injury Management/Rehabilitation
- Are not shielding from COVID-19

ULTIMATELY THE DECISION TO SEE THE PATIENT IS ENTIRELY THE CLINICIAN'S AND THE PATIENTS TOGETHER

At Bristol Physio we would like to highlight the steps we are taking to protect both you and our staff

Waiting Room

- Signs on the doors remind the patients of the signs and symptoms of COVID-19
- There is a sign in reception indicating the patient should wash their hands on arrival
- Sign should read that no more than 2 patients should be in reception at one time
- Patients can wait in their car to be called to the appointment (Clifton)
- They should get their temperature taken with the laser thermometer before entering the clinic room
- Patients have to have read the COVID Declaration information sheet (next to front door)
 - *Do you have a current fever (37.8°C or over)?*
 - *Excessive tiredness?*
 - *Have you got a new persistent cough?*
 - *Do you have slight difficulties breathing at the moment?*
 - *Do you feel under the weather in any way at the moment?*
 - *Has your taste or smell changed?*
- *If any of these answers are positive and/or the temperature is raised then the individual should be told to head home and isolate following NHS/PHE guidelines.*

PPE

- All clinicians to wear PPE – mask, visor (if patient is coughing/sneezing due to asthma/allergies etc or aerosol generating treatment), apron
- Gloves to be used when treating
- Consider use of skin wipes and/or gloves if patient is sweating in the treatment area
- Work clothes to stay at the clinic

Clinic room

- At HQ please stay in stay your allocated room and remain in there throughout the appointment – don't go to the gym. It will be easier to clean that room and we have removed all clutter (no couch cover or pillow case).



- Please treat in short sleeves
- Use hand sanitiser on entry and exit and offer to the patient as well
- Conduct your normal appointment

End of consultation

- Please ask the patient to wash their hands on leaving the room.
- Payment will have to be taken as normal but the card machine needs to be wiped down afterwards (encourage card transactions only).
- Contactless x 2 transactions (£45 max each one)
- Please wipe down all surfaces that the patient will have touched; door handles, card machine, seats, bed, pillow, desk amongst others.
- Towels 1 per patient and wash after each use
- Place all plastic PPE gear into separate bin as these can't be recycled.

If a suspected symptom arises during the consultation please follow these guidelines for managing the issue.

- Please immediately send the patient home and tell to self isolate following NHS guidelines without payment – please send them an invoice to pay over the phone or BACS (at your discretion).
- **Deep cleaning policy**
 - Please wear gloves, apron and masks (if available)
 - Open the window
 - Clean all hard surfaces
 - Clean all doors the patient may have used
 - All paper towels and other disposable items have to be double bagged and disposed of immediately.
 - Clean the floor
 - Wash your hands
 - Work Clothes double bagged and taken home to wash at 60°C
 - Use the anti-viral aerosols as needed

Home Visits

- Only if completely necessary and if both parties are happy to do so
- A thorough screening on the phone should be conducted and DOCUMENTED on PPS with clinical justification for conducting the HV.
- Take PPE with you, thermometer and hand sanitiser and bin bag to dispose of PPE
- Please ask screening questions before entering the building
- Wash hands on entry and exit
- Once inside please use appropriate common sense when conducting your consultation.
- On leaving the building, please use hand sanitiser before entering your car



Further information on the following can be found in the appendices at the back of this v long document

https://assets.publishing.service.gov.uk/government/uploads/system/uploads/attachment_data/file/874316/Infection_prevention_and_control_guidance_for_pandemic_coronavirus.pdf