



CAIRNGORM CLINIC

Sally Peter Osteopath Patient's Information Sheet

Hello everybody and welcome back. You will understand that we have had to make some changes at the practice. You can be confident that these measures have been put in place to try and ensure your wellbeing. In compliance with the government's guidance on managing the risks of Covid-19 we have:

- **Carried out a Covid-19 risk assessment.**
- **Followed cleaning, hand washing and hygiene procedures.**
- **Taken all reasonable steps to protect you and us.**
- **Done everything practical to reduce transmission risk.**

Hopefully, you can still enjoy a good treatment session and find things familiar and inviting but there are a few new procedures in place that I would like you to be aware of:

- It is your responsibility not to come to the practice if you, or anyone you have been in contact with in the last 14 days, have symptoms of Covid-19:
 1. New persistent cough
 2. Fever
 3. Loss of taste or smell
 4. Difficulty breathing
 5. New rash
- I will contact you within 24 hours of your appointment to confirm that you are still feeling well, and are not displaying any of the Covid-19 symptoms.
- Please let me know, before confirming your appointment, if you are shielding or classed as vulnerable.
- Please, if you have travelled to any place that requires a quarantine period, do not book an appointment until you are safe to do so.

- The building's front door will be locked so I will greet you here at your scheduled appointment time.
- Please be prepared by wearing a clean facemask, which I would ask you to keep on during the entire appointment. I can provide one if necessary.
- I will be wearing PPE during the entire appointment (hopefully you'll still be able to tell when I am smiling at you!).
- I will ask you to kindly sanitise your hands whilst I check your temperature with a non-contact thermometer (we would like to see it below 37.8c). I will also have checked my temperature.
- I will ask if you are happy to sign a Covid-19 screening form and that you understand, and consent to accept that, despite our best efforts, there may still be a contamination risk from receiving face-to-face treatment.
- Please do not bring any unnecessary personal items into the building.
- Please come alone if possible; our waiting room has been decommissioned.
- Please wear easy to remove clothing and no jewellery or watches.
- I will escort you to the treatment room – please try not to touch anything as we move through the building.
- If we do meet anyone else in our travels we will respect social distancing and keep a 2m distance.
- Please use your bathroom at home before you arrive, as we are trying to minimize contact exposure but, of course, we have procedures in place if you do need to use our toilet during your visit.
- I will be able to provide a towel cover for each patient.
- The clinic room has been de-cluttered, and wipeable covers, for hygiene reasons, have replaced linens. .
- In the room there is a large plastic container for your clothes and any possessions to go into. A shoe tray is also being used.
- The clinic room will have been ventilated and all surfaces, including in the public spaces, will have been thoroughly disinfected between each patient.
- I am booking a third less patients per day to ensure there is no crossing over of patients and to allow the time to fulfill our hygiene, safety and cleaning protocol. Please bear with me as we try and adapt to this 'new normal'.
- Can I ask you to pay via contactless methods please – I do have a card machine or I would be happy with a bank transfer.
- I will finally escort you down the stairs, ask you to again sanitise your hands and then let you out, hopefully feeling the benefits of treatment!

If you have any worries, concerns or questions then please just give me a ring on 07761065506 and I'll be happy to speak to you.