

COVID-19 – CLIENT INFORMATION SHEET

Firstly we would like to say thank you for booking your treatment with us at Pro-Form Physio & Fitness. We hope that you and your family have been keeping safe and healthy during this current climate.

As you know due to the Covid-19 pandemic there will now be some changes to the way in which we operate. The below information is based on government advice as well as the official chartered society of physiotherapists recommendations for face to face treatments. The following steps will be taken to ensure the safety of the patients and staff. All our staff have been trained in infection control and all our surfaces will be cleaned regularly throughout the day.

- 1) All initial appointments where possible will be completed via WhatsApp video call, zoom or skype. This is required to verify identification, go through the history of your symptoms, taking your medical history and to discuss the various treatment options.
- 2) If you agree to commencing face to face treatment you will be required to sign a consent form at the time of your appointment in clinic. This will include consenting to the possible risks associated with Covid-19. If you are an insurance client you may also need to sign a separate consent form also.
- 3) If you're experiencing any of the following symptoms:
 - a) A dry persistent cough, shortness of breath, flu like illness, fever, loss of taste or smell & diarrhoea. You will be required to call or text to cancel your appointment immediately.
 - b) If you have been in contact with any person suspected of having or who has contracted the Covid-19 virus within the last 7-14 days.

Please DO NOT attend your appointment and inform us by telephone as soon as possible.

- 4) If you're returning from abroad within 2 weeks of your treatment date

Please call to re-arrange your appointment to allow at least 14 days self-isolation.

- 5) If you have been categorised as a vulnerable/high risk person (covid-19 related) then please contact us prior to your appointment as we may need to arrange an alternative method of seeing you for treatment.
- 6) To ensure social distancing measures and safety is maintained within the clinic we ask that only 1 patient is allowed in the building at any given time. Therefore you will be required to wait in your car or outside of the building until your allotted appointment time. A member of the team will open the door for you when it is your appointment slot, so please ensure you are waiting outside the main door at this time.
- 7) Please provide 24 hours notice to cancel or reschedule your appointment as we have very limited appointments available and would like to offer these to other clients.

- 8) Our appointment times have changed to allow for adequate cleaning in between, we therefore ask that you please arrive on time for your appointment to avoid receiving less time for your treatment. Unfortunately we cannot use the allotted cleaning time to overrun on appointments.
- 9) We ask that all clients **wear a face mask** to their appointment, this needs to be worn prior to entering the building. If you forget your face mask we can provide you with one but there will be a **£2.00 charge** for this, which **will need to be paid prior to your session commencing**.
- 10) Upon arrival we will provide you with hand gel, we kindly ask that you try to avoid touching any of the door handles within the building, we will open and close the door for you.
- 11) The waiting area will be closed and we will not be able to provide beverages so please bring your own bottled water if required.
- 12) All staff will be wearing full PPE (apron where needed, gloves, mask and visor where needed) and where possible will be maintaining social distancing requirements. However there will be times when the therapist will need to be in close contact with you to carry out assessment or treatment. We will limit this where possible and offer alternatives if required.

We thank you for your co-operation and look forward to seeing you soon...