

# COVID-19

## HOW TO PREPARE FOR YOUR FACE-TO-FACE APPOINTMENT

We want to keep you as safe as possible and are doing all we can to minimise the risk of infection for everyone.

There are risks involved in attending face-to-face appointments due to the close contact required for treatment. If you have not already done so please read **RISKS ATTENDING A FACE-TO-FACE APPOINTMENT** which can be found on our website ([www.montaguclinic.com](http://www.montaguclinic.com))

## THINGS YOU NEED TO KNOW BEFORE YOUR FACE-TO-FACE APPOINTMENT

### APPOINTMENT TIMES:

We are staggering appointment times in order to reduce contact with other patients

We are also allowing 15 minutes between appointments to allow us to adequately clean the room, common areas, and prepare for the next patient.

### PRE-SCREENING QUESTIONNAIRE:

You will be sent this questionnaire and it is ESSENTIAL that you complete it within 24 hours of your appointment and return it to us before your appointment.

### TRAVEL:

Please travel to the clinic in the safest way possible. If travelling by car please note we **DO NOT** have parking facilities at the Clinic. Please use Waitrose or Park and Ride car parks or parking on the street (free for 1h).

## WAITING:

Our normal waiting area will be closed so please **do not** turn up to your appointment early.

When you arrive at the Clinic please wait **OUTSIDE** until someone comes out to get you. If there is more than one person waiting please observe the social distancing guidelines of 2M apart.

We will be asking you to clean your hands with gel and put on a face mask (please bring your own if you can).

If you are **LATE** we will not be able to run over.

## WHAT TO BRING WITH YOU:

- Face mask (please put on **BEFORE** you come into the clinic)
- Clean towel (to cover you on the bed)
- Your own water bottle if required
- Minimum number of bags or personal items as possible
- Appropriate clothing for clinical examination ie. vest top for ladies and shorts/jogging bottoms

## ENTERING THE CLINIC:

- Follow the signed instructions for hand cleaning
- Wait outside and your Therapist will come and collect you
- Please keep 2 meters apart whenever possible
- IF YOU CANNOT CLIMB THE STAIRS PLEASE LET US KNOW **BEFORE YOUR APPOINTMENT.**
- Try and avoid touching any door handles/frames or surfaces in communal areas.
- When you enter the room we will ask you to wash your hands with soap and water.
- We will be wearing full PPE during our hands-on treatment

## QUICK SCREEN

We are obliged to do another quick health screening on your arrival, and we will take your temperature. If anything is flagged up and there is a chance you may have COVID-19 we have to end the session and recommend you seek assistance from NHS 111 <https://111.nhs.uk/covid-19/>

## WARMTH:

It's really important that we aerate the room between patients which is likely to affect the temperature of the room. We will not be able to use towels or a blanket, so please wear clothes that allow us to see your body move but that keep you warm when lying on the table.

If you think you might get cold please bring your own towel (as noted above).

## **PAYMENT:**

We will send you an invoice when you make your appointment and would ask that you pay this by BACS before your appointment.

If you don't have online banking facilities we can take contactless payments for which you will need 'apple pay' or 'android pay' on your mobile phone.

We can use the card machine but would like to keep this to a minimum. Please note payment should be made using a debit card. We **DO NOT** accept credit cards.

We will **NOT** be taking cash payments for the foreseeable future.

## **FOLLOW-UP APPOINTMENTS:**

Using our professional judgement, and jointly with you, we will decide on the best way to follow-up.

We may recommend a 'remote' follow-up if this is safer and as effective as a face-to-face appointment.

If you require another face-to-face appointment your Therapist will book this for you at the end of the session.

## **LEAVING:**

We will escort you downstairs, where you can dispose of your mask, and leave via the front door.

**THANK YOU FOR HELPING US KEEP YOU SAFE**