



## **Patient Procedure for visiting the WOW Clinic (June 2020 onwards)**

Guidelines and requirements for patients visiting the WOW Clinic during the coronavirus (COVID-19) global pandemic.

These procedures are designed to keep you and your Osteopath/Practitioner safe and prevent cross contamination/infection between patients.

Please may we remind you that if you or any of the people you live with, feel unwell or are displaying symptoms of COVID-19, please advise us as soon as possible and **DO NOT COME TO THE CLINIC FOR YOUR APPOINTMENT.**

We have increased the frequency of cleaning within the whole Clinic. In between each patient, your Osteopath/Practitioner will wipe clean the couch, surfaces, door handles etc with disinfectant products.

The W.C facilities will be unavailable for use, except in an emergency.

1. Please shower and dress in clean clothes before your appointment; making sure to wash your hands thoroughly.
2. Do not go anywhere else before your appointment i.e come straight to the clinic from your home.
3. Please travel to Clinic by private car, bike or walk, if possible.
4. In order to maintain the social distancing rules set out by the UK government, please attend your appointment alone (unless a chaperone is required), please come as close to the appointment time as possible, so that you do not come into contact with other patients entering or leaving the clinic.
5. Upon arrival please **DO NOT** come into Reception. Please stay in your car, or in the carpark; your Osteopath/Practitioner will come and collect you; and will take your temperature at this point, just to double check.
6. Your Osteopath/Practitioner will escort you to your treatment room. Please do not touch any doors. You will be invited to use the automatic hand sanitiser before you enter the treatment room.
7. Please wear a facemask to the Clinic. If you do not have one, we will be able to give you a new disposable facemask. Please wear this during the treatment for your safety and the safety

of our practitioners.

8. Your Osteopath/Practitioner will be wearing personal protective equipment (PPE) - this will include visors, disposable facemasks, disposable aprons and maybe gloves. Any pillows that are used during the treatment will either have one time use disposable covers on them, or be wrapped in in disposable couch roll. We endeavour to use environmentally friendly disposable items where possible.
9. We advise you to bring as few belongings as you can with you. However, if you need to bring bags or remove your shoes during the appointment you will be asked to place your items in a sealed storage container. This is cleaned between each patient.
10. After your treatment, you will be advised by your Osteopath/Practitioner whether a follow-up appointment is necessary. Any follow up appointments are to be booked by your practitioner whilst you are still in the treatment room, or alternatively please telephone - 01243 372 272.
11. Your Osteopath/Practitioner will escort you out of the Clinic, via the automatic hand sanitiser, which you are welcome to use. Please remember to follow social distancing guidelines as you leave.
12. **With effect from 24th September 2020, the government has made it a legal requirement that all businesses open to the public must display a QR Code for clients to scan using the new NHS Covid-19 App. The NHS COVID-19 app has a feature that allows users to quickly and easily 'check in' to our venue by scanning the code. The information stays on your phone and the data is not held by The WOW Clinic. If there is an outbreak associated with The WOW Clinic, a message will be sent to the relevant app users with the necessary public health advice. If you do not have the facility to download Apps, we will store the required data to provide to NHS Test and Trace using our appointment booking software**

All of these guidelines and procedures have been implemented for your safety and that of our Osteopaths/Practitioners; please adhere to them as much as possible and always follow the social distancing guidelines.

Many thanks.

The WOW Clinic Team

By attending the appointment at the WOW Clinic, you are agreeing to adhere to the above procedures and guidelines. Many thanks for your cooperation.