

Following government advice and the General Osteopathic Society's guidelines, we have made the following arrangements to allow us to see patients safely in these difficult times:

- All patients will have a phone call from an osteopath prior to visiting to allow clinical triage to determine any risks prior to visiting the practice.
- If any symptoms occur between telephone call and physical consultation, we ask the patient to contact us to discuss whether treatment is still indicated.
- We reserve the right to decline to treat a patient who has a raised temperature or other symptoms of Covid-19 and also those who we consider vulnerable.
- If we do not think a physical consultation is appropriate we are happy to arrange a video/telephone call consultation to give advice.
- We will only have one patient (and no chaperone/driver/friend etc.) in the practice at a time. [If a chaperone is required, special arrangements will be made].
- Consultations will be spaced to prevent contact between patients and allow for government guided cleaning.
- Any patient arriving early will be asked to stay in their car until their appointment time.
- Drivers will be asked to wait in their car for the patient to finish treatment, or to not be late to pick them up.
- Between consultations surfaces e.g. door handles, desks etc. will be wiped with alcohol wipes. New plastic pillows will be wiped.
- On entering, patients will be required to wash hands as per government guidelines.
- We will obviously wash hands as is our normal practise.
- There will be no receptionist in the practice so we do ask patients to leave a message on the answer phone which we will return as soon as possible.
- Appropriate PPE will be available for patients and practitioner to wear during consultation and treatment. This will be washed/disposed of in a safe manner.
- Payment (£48 per session) - patients are requested to bring correct cash or cheque already made out, or pay by BACS to minimise contact.

- BACS details: Account name: Miss Candida S Smith and Mr Simon Griffiths

Account number: 22578445

Sort code: 09-01-26

- Obviously, if we or a member of our family, display symptoms of the COVID-19 virus, we will be forced to close the practice for 14 days after the onset of symptoms.
- If you develop Covid-19 symptoms during the week following treatment, please inform us ASAP.

*Thank you for your understanding.*

*Candida and Simon Griffiths, Registered Osteopaths*