

St. Albans Osteopathy

Registered Osteopaths

COVID-19

Due to the ever-evolving situation of Covid-19, changes have been implemented within the practice to ensure the highest levels of safety in order to help minimise the risk to patient and practitioner. These are in line with the advice of our regulator and Public Health England. Face to face appointments depend upon particular criteria being fulfilled and these will be covered in a telephone triage, performed 24hrs before your appointment.

These include:

- Your symptoms cannot be helped remotely.
- You are not exhibiting any **symptoms of Covid-19** including a high fever, a new continuous cough, shortness of breath or loss/change to taste or smell.
- You are not **self-isolating** for 14 days due to exposure to someone who has tested positive for Covid-19.
- You are not **shielding** or in a **high-risk** group. Please follow this link for more info.
<https://www.nhs.uk/conditions/coronavirus-covid-19/people-at-higher-risk/>

Appointment

- Please arrive promptly, 2 minutes before appointment time
- Try to avoid public transport where possible
- Bring minimal personal belongings
- Wear freshly laundered clothing
- Wear a mask for the entirety of your visit. If you do not have one, then one will be provided.
- If you wish to bring a chaperone, then please state as they will need to fulfil the triage screening too.
- Pay via a contactless payment

On arrival

- Your temperature will be checked, and you will be asked to go straight through and wash your hands with warm soapy water for 20-30 seconds and apply 60% alcohol hand gel.
- In the treatment room, you will sit 2m away from your practitioner for the time prior to the hands-on treatment.

In order to keep you as safe as possible the following has been undertaken:

The Practice

- All “clutter” has been removed including magazines, books, equipment to make cleaning easier.
- All linens have been removed and replaced with paper plinth covers which are changed with every treatment and wipeable pillowcases.
- Appointments have been staggered to minimise the chance of crossover of patients and to allow aeration of the room, cleaning of “contact points” (handles, taps, chairs, tables etc), the plinth, pillows and flooring between each patient.

Your Practitioner

- Will travel to the practice by car and change into a new set of clothing on arrival
- Will regularly wash and sanitise her hands to elbows
- Will wear appropriate PPE during your visit, including gloves, disposable apron as well as surgical mask and glasses. The gloves and aprons will be disposed of after each patient.
- Will follow a 7 or 14 day self-isolation period if they, or a member of their household becomes symptomatic.

It is essential that you cancel your appointment if you develop any symptoms of Covid-19 or are self-isolating due to contact with someone who has Covid-19. Current advice is to stay at home for 7 days if you have symptoms or for 14 days if someone you live with shows symptoms. Advice can be found on <https://111.nhs.uk/covid-19> or by calling NHS 111.

Please feel free to contact me if you have any questions. charlotte@stalbans-osteopathy.co.uk