

Standard Operating Procedure for Clinic Policies at Debbie Dillon Pelvic Health at Mendip Court post COVID-19 September 2020

Safety of both patients and staff is paramount and guidance as set below is based within that framework:

Clinic attendance

- A face to face consultation will only commence once a telephone/virtual consultation and an online risk assessment and consent to treat has taken place and the outcome is deemed safe and the need for face to face treatment outweighs the risk of Covid19 transmission.
- Patients will be informed that there will be no waiting area and to avoid using the clinic toilet if possible
- Patients are advised where possible to attend on their own. Relatives or carers will only be allowed for minors and those with limited mobility. Those accompanying the patients will be subjected to the same clinical procedures as the patients.

Patient entry/exit protocol:

- On arrival patients will be asked to wait outside the clinic or in their car until they are called into the clinic by the therapist.
- Patients will be expected to wash their hands or use the antibacterial gel provided.
- It is requested that the patient also wear a face mask, if they do not arrive with one they will be provided with one by the therapist.
- The patient's temperature will be taken with a contactless thermometer.
- The patient should use the hand sanitiser on their way out.
- Patients are encouraged to keep their mask on until they leave the clinic.

Therapist protocol:

- The therapist will wear PPE which is in compliance with government guidelines: <https://www.gov.uk/government/publications/wuhan-novel-coronavirus-infection-prevention-and-control>
 - Non-latex gloves (single use)
 - Apron (single use)
 - IIR facemask (sessional use)
 - Eye protection goggles/face visor if deemed necessary.
- Only one therapist and one patient will be in the clinic room at any one time.
- Once the patient has left the premises the therapist will remove the couch roll and then PPE will be disposed of safely as per guidelines.
- The therapist will wash their hands as per NHS guidelines before and after each patient

Treatment room protocol:

- The patient and therapist will minimise contact as much as possible during the session.
- Pillow-cases will not be used, only wipeable pillows.
- Disposable couch roll will cover the treatment couch
- Towels will not be used
- A 15-minute gap will be left in between patients to ensure no patient crossover
- All contact surfaces including door buzzer, door handles, treatment couch, seating, etc. will be cleaned with anti-bacterial wipes.

Uniform:

- At the end of each working day uniform will be washed on the hottest wash that is advisable for the clothing. It is recommended that this is at a minimum of 60 degrees centigrade.
- It needs to be washed and ironed separately from the main wash and in no more than a half full washing machine.

On the matter of Covid19 transmission, it is well known that people can carry this illness with absolutely no symptoms of being unwell. The role of this protocol is to make an assumption that anyone in the population can be a Covid19 carrier.

The overall purpose of this protocol is to minimise the risk of Covid19 transmission between patient and therapist.

Your Agreement with Us

We advise that you consider a video consultation rather than a face to face appointment unless there is a clinical need to have hands on physiotherapy. In order for us to establish this, you will be required to have a risk assessment call or email prior to attending the clinic. We reserve the right to refuse a face to face appointment if it is deemed unnecessary or unsafe. This is in line with the recommendations from our regulatory body: The Chartered Society of Physiotherapy <https://www.csp.org.uk/news/coronavirus/clinical-guidance/face-face-or-remote-consultations/guidance-england>

We have done everything we can to reduce the risk of our clinician and patients contracting Covid-19.

However, if you come for face to face treatment, please be aware that there is no way that we can eliminate the risk of you contracting Covid-19.

Please do not come in if either you or one of your household is in one of the higher risk groups including, but not exclusively, those who are immunosuppressed, those with underlying heart or lung conditions, those over the age of 70.

If you develop symptoms of COVID-19 please let your therapist know straight away and do not attend the clinic – there is no late cancellation fee for those with COVID-19. In all other cases 24 hours' notice of cancellation is required please.

If you develop any symptoms in the two weeks following your consultation please notify us immediately.