Elite Sports Professional Services Chaperone Policy

How to Request a Chaperone

- **Steps to Request a Chaperone**
  - Patients can request a chaperone at various points: when booking an appointment, upon arrival at the clinic, or during the consultation.
    - email: admin@esps.london
    - Tel: 0208 129 4672
  - The process is designed to be straightforward and accessible to ensure that patients feel empowered to ask for support.
  - Staff are trained to respond to chaperone requests promptly and respectfully.
- **Commitment to Patient Safety**
  - The clinic emphasizes the importance of making patients feel safe and respected throughout their care.
  - Open communication is encouraged, allowing patients to voice any concerns or preferences regarding their appointments.
  - The team is dedicated to ensuring a positive experience for every patient, reinforcing their rights and comfort.

Importance of Comfort, Dignity, and Privacy

- **Overview of Patient Rights**
  - At Elite Sports Professional Services, patient comfort and dignity are prioritized during appointments.
  - Privacy is a fundamental aspect of the care provided, ensuring patients feel safe and respected.
  - The policy aims to create a supportive environment for all patients.
- **Definition of a Chaperone**
  - A chaperone is a trained staff member present during examinations or treatments.
  - Their role is especially crucial during intimate examinations involving sensitive areas.
  - Chaperones help patients feel more comfortable and secure during their appointments.

When to Request a Chaperone

- **Situations to Consider**
  - Patients are encouraged to request a chaperone at any time, particularly during intimate examinations.
  - If a patient feels nervous, unsure, or uncomfortable, having a chaperone can provide reassurance.
  - Extra support in the room can enhance the overall experience of the appointment.
- **Options for Patients**
  - Patients can decline a chaperone if they prefer not to have one present.
  - A chaperone of the same sex can be requested for added comfort.
  - Patients may bring a friend or family member, but they do not replace the need for a trained chaperone.

Offering a Chaperone

- **Policy on Offering Chaperones**
  - A chaperone will always be offered during intimate examinations to ensure patient comfort.
  - If a patient declines the offer, the clinician will document this decision.
  - In rare cases, if a clinician feels uncomfortable proceeding without a chaperone, alternative arrangements may be discussed.
- **Possible Actions if a Chaperone is Declined**
  - The appointment may be rescheduled to ensure a chaperone is available.
  - Patients may be referred to another clinician who can accommodate their needs.
  - Alternatives will be explored to avoid delaying patient care while respecting their wishes.

Role and Responsibilities of a Chaperone

- **Functions of a Chaperone**
  - Chaperones are present to protect the patient's dignity and privacy during examinations.
  - They provide emotional support to patients who may feel embarrassed or anxious.
  - Chaperones assist with communication between the patient and clinician as needed.
- **Maintaining Confidentiality**
  - Chaperones will remain in the room for the entire examination to ensure continuity of support.
  - They are trained to respect patient confidentiality and handle sensitive information appropriately.
  - Any concerns raised by the chaperone regarding appropriateness will be taken seriously.

Availability of Chaperones

- **Situations Where Chaperones May Not Be Available**
  - In cases where no trained chaperone is available, such as during home visits or emergencies, options will be explained to the patient.
  - If the examination is not urgent, patients may be offered the option to delay the procedure until a chaperone can be present.
  - Written consent will be sought if the examination must proceed without a chaperone.
- **Ensuring Patient Understanding**
  - The clinic will ensure that patients fully understand their options before proceeding without a chaperone.
  - Patients will never be pressured into a situation where they feel uncomfortable or unsupported.
  - Clear communication is key to maintaining trust and respect throughout the process.

Special Circumstances

- **Considerations for Specific Patient Groups**
  - The clinic does not see children under 18 years old, ensuring that policies are tailored to adult patients.
  - If a patient lacks the capacity to give consent, a carer or guardian may be involved in the decision-making process.
  - Patients with a history of past abuse are encouraged to disclose this information for extra care and support during examinations.
- **Additional Support for Vulnerable Patients**
  - The clinic is committed to providing a safe environment for all patients, especially those with past trauma.
  - Chaperones will be offered to any patient who expresses a need for additional support during examinations.
  - The goal is to create a compassionate and understanding atmosphere for all individuals seeking care.

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