



## **Policies:**

### **Client Care:**

- Providing a professional yet friendly service at all times
- Ensuring sensitive/confidential information is dealt with in accordance with our Data Protection Policy
- Training and regular updates regarding aspects of work such as etiquette and understanding our business, to ensure that telephone/email correspondence is dealt with in an efficient and respectful manner
- Offering a diverse healthcare and rehabilitation service which aims to meet the needs of all clients wherever possible. Where necessary, we ensure that individuals' cultural and/or religious beliefs are taken into consideration.
- Ensuring that where a client's rehabilitation needs are not able to be met by HJ Physiotherapy or serious pathology is suspected we communicate this effectively and efficiently to the appropriate service (GP, A&E). Where possible we advise of an alternative provider or treatment route which we believe may be able to offer a professional solution
- Welcoming client, customer and staff feedback on our services/work processes and encourage suggestions for development and improvement

### **COVID Policy:**

It is the responsibility of all HJ Physiotherapy professionals to wear full PPE in any clinical or home working environment with the presence of a service user.

Full PPE consists of; surgical mask +/- visor, apron, gloves. Where possible appropriate distancing should be maintained or kept to a minimum for example when carrying out acupuncture, massage, assessment.

Hand washing for at least 20 seconds must be carried out before welcoming the service user, before and after any hands on treatment and upon the patient leaving. Professionals also have the responsibility to wipe down all surfaces and handles with disinfectant before and after all appointments.

We ask of and appreciate all service users wearing a face covering at all times during appointments and to use the designated hand wash/sanitising stations prior to entering the room and after leaving.

If you have experienced any of the following we ask that you **MUST** contact us to rearrange your appointment for the safety of you and our professionals:

- In the last 10 days you or a member of your household had a positive COVID test , awaiting a test or results
- The NHS Test and Trace identified you as being in contact with someone who has COVID
- A high temperature (above 37.8 degrees C)
- A new continuous cough
- A loss of taste or smell
- You are self-isolating because of a member of your household or social bubble
- In the last 14 days you have travelled back from a country/area where self-isolation is recommended.

**Cancellation:**

We would politely ask that you email us on [enquiries@hjphysiotherapy.co.uk](mailto:enquiries@hjphysiotherapy.co.uk), call or text us on 07521733848 or direct message us on Facebook or Instagram at least 24 hours before your appointment. If you do not attend or cancel within this 24 hour window, you will still be charged for your appointment.

**Fees:**

Fees are as listed on our website. Fees are subject to change without reason and will be published on the website 2 weeks prior to the change date. Occasional promotional offers will be available (e.g initial apt discount, acupuncture/massage deals) at the discretion of HJ Physiotherapy and will only be available for limited times.