

Clinic Policy for Patient flow

Booking the Appointment

- Establish a symptom urgent need for chiropractic care either over the phone or email.
 - Clarify email address to send consent form.
 - Screening for symptoms of COVID-19



Before the patient arrives

- Patient has read and signed the COVID-19 consent form online.
 - Patient is asked to be wearing clean clothing.
- Clinical assistants/Chiropractor to check health screening and consent have been completed.
- Patient advised not to attend earlier than 5 minutes before their appointment time



Patient arrives at the clinic

- The door will be locked with a sign on the door requesting to 'ring the doorbell.
 - Clinical assistant/chiropractor opens the door, requesting the patient to step back if too close.
 - Clinical assistant/chiropractor follows 'COVID-19 booking in form' which will be completed verbally and will be documented on the practice management software.
 - Patient temperature is taken with non-contact thermometer*.
- *PPE (gloves and visor) will be required by the clinical assistant/chiropractor.**



- Sanitize hands with provided sanitizer.
- The patient is to remove their shoes and place in the shoe bench by the entrance.
- Patients are asked to be careful not to touch surfaces unless unavoidable to limit contact spread.



Patients check in

- Patient is checked in by the clinical assistant/chiropractor, rebooks them if it is known when is necessary.
 - The patient is asked if they wish the chiropractor to wear a mask.
 - Payment is taken*, **.

*PPE required: Gloves for handling card terminal. No cash is accepted.

**A Perspex screen will be in place on the reception desk and counter. The counter screen will have a notch cut out to feed the terminal through.



Treatment/New Patient/Initial Consultation

- The Chiropractor will come and get the patient if it is an initial consultation or if practicing without a clinical assistant. If it is for a treatment the clinical assistant will direct the patient up the stairs where the chiropractor will be waiting*, **.
- The appointment times are slightly longer than normal and only allowing one person in the building at a time if the chiropractor is on their own. If there is a clinical assistant on shift one person can use the waiting room whilst another is being treated.

*PPE requirements as set out by Public Health England will include a visor, gloves, and apron to be worn at all times when with a patient and changed between each patient. If the patient requests the chiropractor to wear a mask, the Chiropractor must oblige.

**The benches must be sanitised where possible between each patient by the chiropractor.



After Treatment

- Booking the next appointment; if not already done and it is considered necessary to see the patient again this will be done at the reception desk with either the clinical assistant or the chiropractor after the treatment.
 - All contact surfaces/chairs to be disinfected/sanitized before next patient.



End of Clinic Shift

- All contact surfaces/chairs to be disinfected/sanitized.
- Any concerns will be raised between the staff present and if procedures need to be adapted to enhance safety in anyway, it will be recorded.