

## Physio Plus PHYSIOTHERAPY FACE-TO-FACE APPOINTMENT GUIDE

We recommend that you continue with virtual consultations unless, following a discussion with your physiotherapist, it is decided that there is a clinical need for you to have a face to face consultation. This is in line with recommendations from our governing body, the Chartered Society of Physiotherapy.

You will need to have a virtual appointment with one of our physiotherapists first for this to be determined.

We have put specific measures in place to reduce the risk of transmission of COVID-19 but there is no **way to eliminate this risk**. If you are considering coming for a face-to-face consultation, it is essential that you read the following information.

### Clinic capacity and cleaning:

- Appointments will be spaced to allow time for the physiotherapist to change personal protective equipment (PPE) and to clean between appointments.
- Gym and rehabilitation equipment and towels will not be used.
- Disposable single use paper towel will be used over wipe clean pillows and couch.

### PPE:

- Your physiotherapist will be wearing PPE in compliance with current government guidance.
- This will include
  - Non-latex gloves (single use)
  - Apron (single use)
  - Surgical fluid resistant face mask (sessional use)

### What you need to do before, during and after your appointment:

- Please ensure you have completed the COVID-19 screening questionnaire and consent form which will be sent to you by email and returned by you before your first face to face appointment.
- Your physiotherapist will call you on the morning of your appointment to screen again for any new COVID-19 symptoms that have developed since your first screening questionnaire.  
**The appointment cannot go ahead until this has been carried out.**
- If you have a facemask, please bring it along and wear it for the entire time that you are in the building. If you do not have a facemask, please follow the government guidelines on making your own face covering here:  
<https://www.gov.uk/government/publications/how-to-wear-and-make-a-cloth-face-covering/how-to-wear-and-make-a-cloth-face-covering>
- Please do not come in for a face-to-face appointment if you, or anyone in your household is deemed extremely clinically vulnerable, as set out in government guidance here:

<https://www.gov.uk/government/publications/guidance-on-shielding-and-protecting-extremely-vulnerable-persons-from-covid-19/guidance-on-shielding-and-protecting-extremely-vulnerable-persons-from-covid-19#who-is-clinically-extremely-vulnerable>

- Please do not attend your appointment if you or anyone in your household has had any of the following symptoms in the last 14 days: **fever over 38 degrees, cough, shortness of breath, sore throat, aches, fatigue, loss of taste or smell.**
- Please ensure you arrive on time and WAIT OUTSIDE 2 metres apart from anyone else **outside the clinic.** There will be no seated waiting area. You will be telephoned by your physiotherapist when your appointment can start.
- You should attend your appointment alone. If you require a carer or guardian, please let us know. They must also complete the screening questionnaire and read this information.
- Please sanitise your hands on entering the clinic, at the reception desk.
- Please follow social distancing where possible while inside the clinic and maintain a 2-metre distance from your physiotherapist during the parts of your appointment that you are able.
- Payment to be made via contactless or card only (the card machine is cleaned after each transaction).
- We will ask you to consent to your details be provided to the track and trace team if required and this will be discussed with you during your appointment.
- **The toilet will be closed for patient use.**
- The doors to the clinic and treatment room will be left open for ventilation except when it is necessary to protect your privacy.
- If you develop any symptoms in the 2 weeks following your appointment, please notify us immediately.

We hope you understand the measures we are taking to try to protect the health and safety of our patients and physiotherapists. We will review the above measures on a frequent basis according to government and professional guidelines.

If you have any questions or suggestions regarding any of the above information, please contact us on [info@physioplusedinburgh.co.uk](mailto:info@physioplusedinburgh.co.uk)

Many thanks,

Physio Plus