



Clinic Covid-19 Standard Operating Procedures

These have been produced in line with the CSP 7 Factor advice and guidance from the CSP, Government, PHE and PhysioFirst.

All first approaches will be done with a virtual consult by phone or video to assess the client needs in line with the CSP 'Face to Face or not' Flowchart

If Face to Face is indicated we will screen for Covid-19 to identify risk and if you are displaying any symptoms of Covid-19 please do not attend your appointment.

Vulnerable group clients advised where possible not to attend for treatment at this time for their own safety, but if deemed necessary to be offered an appointment at the start of the day to minimise exposure to other clients

Clients will be advised of the risk of face to face consults compared to video and the procedures which will be in place so that the client can make an informed choice to attend or not.

Appointments are to be spaced to avoid crossover of clients in waiting area and to allow for cleaning of the rooms in between each client.

Initially only one therapist will be on shift at any one time.

The following procedure will apply after initial screening has been met:

All clients will be re screened on entry to the clinic and their temperature checked.

Client asked to wait outside of clinic, asked not to arrive early and then called in at the allocated appointment time.

Only one person in the room per treatment session unless there is a need to be accompanied, children advised not to come with parents if possible.

Personal possessions to be kept to a minimum inside the clinic and we ask that you leave any non-essential bags at home.

Hand sanitisation on arrival.

Minimal contact / communication with the reception team will be encouraged.

Payment by card / contactless/ bank transfer where possible but we will accept cash if no other method possible and it will be left in the safe for 5 days prior to removal.

Therapists will minimise contact within less than 2 metres distance by doing the subjective assessment from 2m away and showing exercises with social distancing observed.