

## **Details of new procedures to protect against transmission of Covid-19**

Dear patient,

We at the Sanctuary are carrying out regular risk assessments to keep everyone safe. There are new procedures and protocols in place, and we would greatly appreciate if you could read through this information before attending the clinic.

### **Before your appointment**

- All new and returning patients will be asked to complete a covid-19 consent form before their first appointment. This includes a screening questionnaire which allows me to assess whether it is safe for you to attend.
- Should any of your answers to the screening questions change before attending the clinic for your first or any subsequent treatments, please do not attend your appointment and inform me as soon as possible via text or phone call.
- Consultations and follow-up conversations will either be carried out in person, via phone or video call, depending on how extensive a discussion is required. I will let you know if I need to take any information prior to your appointment.
- One of the usual diagnostic procedures for acupuncture involves looking at your tongue. Due to the possible risks at this time I may ask you to take a picture of your tongue and send it to me before your appointment instead.

### **What to bring**

- All patients need to wear a surgical mask or cloth face covering before entering the clinic. This must cover both the mouth and nose. If you do not have access to one or forget to bring one with you, I will have some available which can be purchased for £0.60 each. If you are unable to wear a mask for part of, or the duration of the treatment due to health reasons such as severe asthma, please let me know before your appointment.
- The couch and pillow cases will be disinfected after every client. However, I will not be able to provide towels due to the risks involved with safely transporting large amounts of laundry. I would strongly recommend that you bring a pair of shorts and/or a clean towel or blanket.
- We will not be able to provide water or teas at the moment. I would recommend bringing a bottle of water to stay hydrated.
- Please leave non-essential, accessory items in the car, or travel with as little as possible.

### **Social distancing**

- We ask all visitors to the clinic to maintain at least a one metre distance from other people. The only exception to this is the actual treatment during which I will judge when it is appropriate to approach under one metre and for how long. I will be wearing the appropriate PPE at all times.
- Unless you require assistance for specific support and care needs (chaperone, parent or carer) we ask you to come alone for your appointment where possible.

## **Arriving at the clinic**

- We have spaced out patient arrivals and departures so that all visitors to the clinic can remain socially distanced. I would be grateful if you could arrive at the specified time and wait in your car until I come outside to greet you, or call you to come inside.
- I will use an infra-red, no-contact thermometer to ensure you do not have a high temperature. If you do have a high temperature, you will not be permitted inside the clinic.
- There will now be a one-way system in place. Please enter through the main door and exit via the side door by the kitchen/stairs.
- Should you develop any symptoms of covid-19 during your treatment, please let me know, go straight home and call 119 for testing.

## **Handwashing**

There will be a hand-sanitising station near the entrance but we would encourage you to walk straight through to the treatment room and wash your hands with soap and water using the facilities provided. There will be a poster nearby to demonstrate handwashing techniques recommended by the NHS. Please also wash your hands or sanitise before leaving the clinic.

## **Respiratory hygiene**

If you need to sneeze or cough while in the clinic, please do so into a tissue, dispose of it immediately and wash your hands.

## **Bathroom facilities**

We are encouraging patients to use the toilet facilities at home before attending the clinic to reduce bathroom traffic as much as possible. However, our bathroom will be available for use should you need it. It will be cleaned and disinfected regularly.

## **After your appointment**

If you develop Covid-19 symptoms or have a confirmed diagnosis of Covid-19 within 48 hours of having acupuncture, please inform me as well as the NHS test and trace service.

## **A final note**

While these conditions are not ideal, we are positive that we can make this work without compromising on the level of care that you receive, and remember, we are the same smiling faces behind these masks!

I look forward to seeing you soon,

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