

WHAT TO EXPECT WHEN ATTENDING THE PHYSIOTHERAPY CENTRE

What we are doing to keep you safe amid the coronavirus pandemic

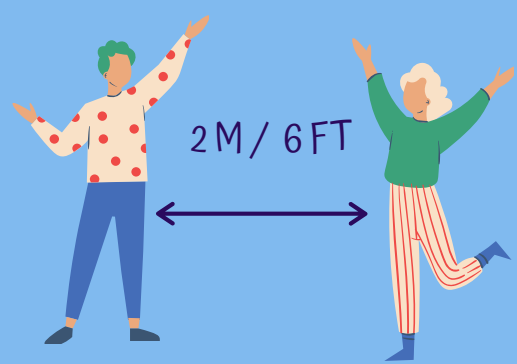


TRIAGE



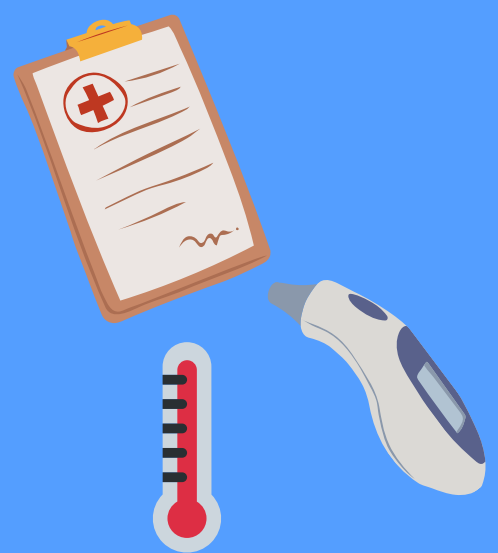
- When you book an appointment with us, we will email you a Covid consent form which must be completed before you attend. The purpose of this form is to highlight to us any risk factors you may have that make you more vulnerable to Covid-19, to inform you of measures in place here to keep you safe and for you to consent to face to face treatment.
- If following your form submission, your therapist has concerns that attending for face to face treatment is high risk for you, they may recommend virtual physiotherapy as an alternative.

SOCIAL DISTANCING



- Limited numbers in the pool and changing areas.
- Reduced number of appointments to reduce footfall.
- Protective Screen at reception and 2m markers.
- Limited waiting room capacity- we ask that patients only come to the front doors 5 minutes before their appointment time. You may be asked to remain in your car if the waiting room is full.

COVID SCREENING



- Any patient who is feeling unwell is asked not to attend.
- All patients will undergo a screening process on arrival for each appointment. This will involve a series of Covid-19 related health questions and a temperature check.
- Staff are taking regular covid tests and will not be at work if they have a positive result.

HAND SANITISATION



- Hand sanitiser station at the entrance to the building. All patients will be asked to use this on entry and exit.
- Regular hand washing during and between patient contact by staff.

PPE: PERSONAL PROTECTIVE EQUIPMENT



- Your physiotherapist will be wearing a mask, disposable apron and gloves during your treatment.
- Patients are also asked to wear a mask during their session.
- We ask that patients do not wear gloves.

ENHANCED CLEANING ROUTINES

In addition to our usual high standards of cleanliness at Holy Cross Hospital:

- cleaning of all plinths, chairs and equipment used during the treatment session, between each patient.
- Regular cleaning of door handles, light pulls, grab rails.

RECEPTION DESK

- There are protective screens up at reception to enable you to book appointments or make payments.
- Alternatively, appointments can be booked over the phone, and payments made by bank transfer or by card payment over the phone.

ON ARRIVAL

- Come to the front door wearing your mask, no more than 5 minutes prior to your physio appointment, or 15 minutes prior to your hydro appointment (to allow for changing time)
- Wait just inside the entrance doors until a member of staff comes to check your temperature.
- Please leave any unnecessary bags/coats in your vehicle.
- We ask that you attend your appointment alone wherever possible.

HYDROTHERAPY

- A maximum of 2 people may use each changing room at a time.
- A maximum of 15 minutes changing time before and after sessions is available, to limit numbers in the changing rooms whilst allowing the flow of patients into hydro.
- Patients are asked to place their clothes in the changing room lockers during their session to leave benches free for the next person.
- Cleaning products are provided to clean the changing bench with before/after use.
- All patients must shower with soap/shower gel before entering the hydrotherapy pool. This is to be done in the changing room shower.
- Long hair must be tied back to keep it out of the water.
- After the session, to avoid changing room overcrowding, patients are asked to shower at home.
- Hairdryers will not be available for use
- Social distancing rules must be adhered to, in and around the pool.
- Patients are not required to wear a mask in the pool but may do so if they prefer.
- If close contact is required in the water, the therapist will wear a face mask.

CARERS

- Carers who attend to assist patients with changing will also have to undergo Covid-19 screening on arrival.
- We ask that carers wear a face mask

CANCELLATION

- If you or someone in your household feel unwell or are asked to self isolate due to contact with a suspected Covid-19 infected individual, please cancel your physio appointment.
- There will be no cancellation charge for any Covid-19 related reason.