



## **Following are the changes made in the practice to make it safe for the patient (COVID-19 Secure)**

After careful assessment of the risk factors, we have put in various steps, and continue to do our best to prevent the spread of Covid-19.

If you could read the guidelines and familiarise them before you come for the appointment then it would be easier.

## **This is how appointments are made under “New Normal”**

### **Before the appointment**

The intake and case history will be done by phone or Skype to avoid prolonged facetime. This could last up to more than one hour.

As observing the Tongue/Eyes are part of the Chinese acupuncture diagnostic methodology, you would be requested to send photos of your tongue/eye.

Please arrive 5 minutes prior to your appointment and wait in your car. I will text you when the room is ready.

You will need to use a face covering from the time you enter the practice till you leave. (Please inform if for some reason you cannot wear the mask beforehand)

Unless you need support or a carer, come alone for your appointments.

Your temperature will be checked during every visit and the questions for ruling out Covid symptoms will be asked before each visit.

### **After you come for the appointment**

You will have to wash your hands with soap or sanitizer with alcohol before and after your treatment. Please use paper towels provided and bin them.

Please wear loose warm clothes so that the arms and legs up to the elbow and knee could be needled with ease. Please bring your own clean and washed towels.

To make the practice room safe and following Govt. guidelines, additional things like the couch and the pillows are covered with either disposable coverings or ones that can be wiped. They will be cleaned with antiseptic sprays, liquids and wipes before and after each patient.

All objects and surfaces which could be a potential source of spreading the virus would be cleaned.

Payments could be made before the treatment by bank transfer (BACS) to avoid contact .

Try to maintain social distancing at all times inside the practice.

### **Review Sessions and during treatment:**

The intake and case history will be done by phone or Skype to avoid prolonged face to face time.

You would be requested to send photos of tongue/eye according to individual needs.

In addition to previous hand-washings in accordance with strict asepsis measures, the practitioner would increase hand washing for Covid Safety, as the patients safety is top priority.

Practitioner will be using a dress or what is called a scrub, which would be used only during the treatment and later washed in 60 degrees at the end of the day.

In addition PPE, like disposable gloves, aprons, face mask, required for additional safety while treating, will be worn by the practitioner.

You will need to use a face covering during the entire session.

All talking would be minimized during the session.

Once the needling is done the practitioner would be waiting for you in the next room and you could relax for the rest of the time when the needles are doing their healing work. You could reach out for any help using the calling bell.

After the stipulated time, the needles would be removed, and all things used would be disposed or washed and sanitized as needed.

Booking of patients would be spaced appropriately to give sufficient time between patients to ventilate the room and sanitize the door handles and treatment space. Hextio virus killer air filters will also be used.

### **Cancellation of Appointments:**

Normally you would have to cancel appointments before 48 hour, or absence within 48 hours would be charged or invoiced in full.

If you suddenly experience and have Covid like symptoms, i.e. you have a high temperature, continuous cough, loss of sense of smell and taste, kindly

call us and cancel your appointment, and **NO** cancellation charges would be made in that case.

As the practitioner may also come into a high risk category if you feel unwell please cancel your appointment.

If you are coming **under a high risk category** inform the practitioner and discuss how we could make arrangements.

Kindly download the consent and triage forms from my website and give it to me after they are filled and duly signed, prior to the first appointment.

The triage forms will be filled by the practitioner over the Skype/Zoom/WhatsApp/Phone meeting.

For additional Covid Guidelines of the centre please go through NIHP link below:

<https://healthnorth.co.uk/coronavirus-covid-19-update/>