

MAPLE HOUSE CLINIC

Covid – 19 Protocols

We take the safety of our staff and patients very seriously and have therefore implemented several new policies to protect us all. This will mean that your experience of visiting our clinic will be a bit different to normal and may be a little unnerving to start off with which is why we will explain the new procedures to you before you attend. Hopefully it will all be a bit less scary once we have explained the new routines.

You will be telephoned before your appointment and we will fill in some questionnaires to make sure that we can allow you to attend the clinic.

We will ask you about your health, if you have recently been ill or are ill at the moment; who you share your home with/who you live with and if they are ill or have been ill.

We will ask you if you are classed as 'needing to shield' or living with someone that needs to shield.

We will ask you if you have been exposed to someone that has the Covid – 19 virus that you know of or if you have been in an environment that is classed as high risk.

We will ask you about your symptoms that you are attending clinic for.

We will explain to you that we do not want you to attend with anyone else although someone can bring you in their car but they need to wait outside for you.

We will ask you not to bring extra things like handbags , umbrellas or coats if you can avoid it.

You should wear button up/zip up tops if possible. This is so that either during your appointment or later on after your appointment when you get changed at

home, they do not need to be taken off over your head. Loose shorts can be worn as well so that we can use oil when working on your low back or leg muscles without you needing to take clothing off. (Please remember to go home and get changed after your treatment and hot wash your clothes at 60 degrees as per government guidelines.)

We will ask you to come at your actual appointment time – not early. This is because we will be cleaning and airing the room for you after our last patient so we can keep you safe. It may be best to come by car and wait in the car until your appointment time.

We will greet you at the door, we will be in full ppe but do not be anxious this is for your safety and ours and we will have put on fresh ppe for you just before we let you in.

We will ask you to come in and gel your hands. We will then give you a new face mask to put on – these are the ones that hook around your ears and cover your mouth and nose. You will keep this on throughout your time in the clinic and should only be taken off once you have gone back outside the clinic building after your treatment.

We will then take you to your treatment room and take details and treat you. The room will look different as all surfaces need to be wipe clean, even the pillow covers and couch so there will not be fabric coverings for our treatment couches or pillows.

We will then take payment from you via our card machine which is set up for contactless payments – please do not bring cash – we will not carry cash in the clinic to give you change.

If the receptionist is not at her desk when you are paying we will contact you by telephone to make your next appointment as we are trying to minimise the length of time that you need to spend in the clinic.

Please remember we are here to look after you, you will still be able to see our eyes smiling and we will still be the same people behind the masks. Hopefully all of this will be very temporary and we will soon be able to make things a lot more like they used to be.

Thank you for your understanding. If you have any questions please feel free to ask us; or message us at:-

info@maplehouseclinic.com

or telephone Imogen Hemingway on 07979501714