

Standard Operating Procedures – COVID-19

- 1) To establish whether a face-to-face or virtual appointment is needed, the physiotherapist will follow the COVID-19 triage pathway:
 - Covid-19 symptoms and screening form will be sent out to the patient via email.
 - After receiving the form back from the patient, the physiotherapist will make a decision to determine whether a face-to-face (F2F) appointment is necessary.
- 2) If F2F is decided, the physiotherapist will call the patient to:
 - discuss the risks involved with coming to the clinic.
 - advise the patient to attend **ONLY** at their specified treatment time (patients attending early will be asked to wait outdoors – not in the waiting area.)
 - ask the patient not to bring anyone to the appointment, unless they are under 18 years old, or if the patient requires a chaperone/translator.
 - Explain that an informed treatment consent form will be sent out to the patient via email.
- 3) Follow ups:
 - There will be in room Covid-19 screening only.
 - If the patient develops symptoms of Covid-19; comes in contact with someone symptomatic, or needs to travel abroad between appointments, they must inform the physiotherapist immediately and cancel their appointment.
- 4) On arrival at the clinic:
 - At the reception, patients will be provided with alcohol gel to sanitise their hands. Or, if the patient wishes, they can wash their hands in the bathroom before the appointment.



5) On entering the treatment room:

- A disposable mask will be given by physiotherapist.
- The patient will place all their personal belongings on the first available chair and sit on the chair furthest from the desk. The space between the physiotherapist and patient will be 2 metres apart.
- The patient will be asked the COVID-19 screening questions again.
- Provided the patient passes these questions, treatment will proceed.
- The physiotherapist will conduct the subjective and objective assessment as clinically appropriate, minimising patient contact where possible.
- The physiotherapist will treat as clinically appropriate, whilst maintaining the safety regulations.
- Pillow cases will not be in use, only wipe clean covers or single use covers.
- Disposable paper roll will cover the treatment area. No blankets or soft treatment covers will be used.

6) On exiting the treatment room:

- The patient will again be asked to clean their hands with alcohol gel.

7) On exiting the building:

- The patient will remove the face mask and place it in the bin provided.
- Once the patient has left the premises, the physiotherapist will remove their PPE and dispose of it in the bin provided.



8) In between patients:

- 15-minute gaps will be left between patients to ensure no patient crossover.
- All contact surfaces, including the intercom, door handles, treatment area, table and seating, will be cleaned with antibacterial wipes and/or disinfectant spray and disposable paper towels. This will include the toilet facilities if they have been used by a patient
- The physiotherapist will wash her hands as per NHS guidelines, before and after each patient appointment.
- Windows and the door will be opened during a break to increase ventilation where possible.

9) Toilet facilities:

- Toilet facilities, door handles, soap disposer, sink and water taps will be cleaned between appointments, if they have been used by a patient. This applies to **Greenwich** only.
- Toilet facilities in **Moorgate** will be cleaned on a regular basis by a professional cleaner.
- The patient, by using these public toilets, agrees to the possible risks.
- Signage is in place to educate all users about the correct hand washing technique. This will be located next to the sink. This applies to **Greenwich** only.
- Paper hand towels are provided for patients to dry their hands on, and these should be disposed of in the bin provided. This applies to **Greenwich** only. **Moorgate** has no touch hand driers installed.
- Alcohol gel is provided in the bathroom, should patients wish to use this in addition to liquid hand-soap. This applies to **Greenwich** only.
- Patients' toilet is located on the first floor. The toilet for the physiotherapist is on the second floor. This applies to **Greenwich** only.
- In **Moorgate**, the toilet facilities are located on each floor.



10) PPE:

- The physiotherapist will wear a surgical fluid repellent face mask and a plastic apron during each consultation. Gloves for internal examination where applicable.
- Plastic aprons are single use only. Masks will be replaced prior to each session.
- The patient will be asked to wear a single use face mask, which will be disposed of after the session. This will be provided to them by the clinic at the start of the session.

11) Payment:

- We will only be accepting contactless payments during this time, preferably online or telephone bank transfers.
- Card readers will be available and will be sanitised between use.

12) Cancellation policy:

- We request that you please give us 24 hours' notice in the event that you cannot attend your scheduled appointment slot.
- If you suddenly develop Covid-19 symptoms, or you have been in contact with someone affected by Covid-19, please let us know immediately.

13) Contact details:

- The physiotherapist will be keeping a record of who attended the clinic so that if necessary, contact details will be provided for tracing.
- The details held will include the patient's name, telephone number and email address. Also, who the patient has been in contact with (for example, the physiotherapist) and the date and time of contact.
- The physiotherapist must legally maintain these records during the pandemic.