

Return to Face-to-Face Appointments

We're back to serve and support you!

It has been a very long time coming but we are now cleared to return to work, under strict Government guidelines.

This has meant a few (hopefully temporary) updates to our protocols. Your health and safety is my primary concern and has been in the forefront of my mind. I have also consulted with the ISRM, my Professional Authority, to ensure that any risk has been minimised as much as is reasonably possible, should you choose to attend clinic for a treatment. If you would like to view our updated risk assessment you can do so from the drop down menu under the 'Coronavirus Updates' tab.

Below is an overview of the main changes to keep us as safe as possible, whilst still being able to provide our necessary service. Please pay particular attention to the consultation and COVID-19 screening form information, in which you will find consent and data protection sections that will require your signature.

Completion of documentation prior to appointment

The main focus has been on minimising your time in close quarters, where social distancing cannot be maintained i.e. when receiving manual therapy, mobilisation of joints or K-taping for example.

With this in mind, consultation forms for all clients will be completed electronically and returned prior to the first appointment – even existing clients as I haven't seen anyone for 4 months! I have produced 2 options to choose from: either a Google Form or a Word document (if you do not have/want a Google account). **Please download the Word document then edit it from your computer** then email the completed word document to me at chris@pulsetherapy.co.uk **NB:** all dates in Google follow the format 'month, day, year'!

A COVID-19 screening form also needs to be completed prior to the first treatment, which includes a declaration of informed consent and a data protection update, specifically regarding sharing information with the NHS for 'Test and Trace'.

The Google Form for COVID-19 screening or the Word document for COVID-19 screening form can be found with the two versions of the eConsultation forms in the 'Coronavirus Updates' drop down menu. Again, please download a copy of the Word document, save it to your computer and edit that version. This must be completed in advance of your first session and be checked on entry to your consultation. For each subsequent session during the COVID-19 period a signature will need to be provided to show that screening information has not changed and that the client continues to consent so that each treatment can go ahead.

Booking appointments

I need to allow for a **minimum of 15 minutes between appointments** to air the room so whilst I do not want to remove the convenience of booking online for you, I may be in touch to move the timings slightly to allow for this expectation. Please accept my advanced apologies for any inconvenience or frustration this may cause.

Alternatively, you can contact me by email or text, and I can make the booking for you.

Payment options

Pulse Therapy already has a contactless payment facility in place however clients also have the availability to pay in advance via BACS meaning there is no need to interact with payments at the end of treatments at all. Should you wish to do so my bank details are:

Sort code: 09-01-29

Account number: 34862690

Cash payment is accepted but really as a last resort, due to the increased possibility of transference of the infection.

With these protocols in place, I can provide maximum safety, keeping our Face-to-Face time with the sole focus of treatment- reducing pain and supporting your recovery.

Enhanced hygiene equipment...I will look a little different!

As has been mandatorily stipulated by the Government, I will be treating in a visor and at least to start with, also in a face mask. This is so you can have full confidence that I am doing everything in my power to ensure your health. As we are unable to maintain social distancing during treatment, you will also be expected to bring and wear your own face covering. I have a limited quantity so you could purchase one from me for 50p if necessary (added to the treatment payment please).

Clinic hygiene protocols

Finally, all the enhanced hygiene put in place before lockdown began will be in effect again, which will include hand sanitiser (or washing hands with soap and water in the facilities outside my room) before and after treatment. You will also see that the surfaces are clear from excess clutter to make the regular wiping down of all hard surfaces easier. Fresh towels and couch linen will be provided for each client.

Kinesiology taping is still available should it be required but the tape will be stored out of sight.

I look forward to being able to support you in the near future!

Chris.