

## **INFORMATION ABOUT TRANSITION PHASE FROM LOCK DOWN**

As you have probably heard on the news many times, The World Health Organisation (WHO) states that “the COVID-19 virus spreads primarily through droplets of saliva or discharge from the nose when an infected person coughs or sneezes. Hands touch many surfaces and can pick up viruses. Once contaminated, hands can transfer the virus to your eyes, nose or mouth. From there the virus can enter your body and infect you.”

Bearing that in mind, before you come for treatment please take time to read the following instructions which are designed to keep you and the acupuncture clinic “COVID-19 secure” as much as it is possible to do so. As we cannot physically keep socially distant during the treatment session, it will according to Government guidelines pose a certain level of risk for both of us. This is why certain measures are necessary to keep the risk to an absolute minimum and why I need your signed consent in order to proceed with the treatment.

### **Making an appointment:**

We shall have a brief telephone conversation to undertake a screening process for potential COVID-19 symptoms. Should any of these symptoms, such as a fever, a persistent dry cough, a loss of taste or smell appear prior to your appointment, please inform me.

### **Before leaving home:**

I will ask you to wear a face mask covering your nose and mouth during the treatment session, so if it is at all possible, please bring your own clean face mask to wear.

### **On arrival at Waterside Acupuncture:**

Please park on the drive and wait in the car until I open the front door to invite you inside. This is to prevent you from having any contact with the previous patient, who might be leaving.

I intend to arrange the appointment times with extra time between patients to avoid this scenario and to allow me time to thoroughly clean between each treatment. This will mean that I shall have fewer appointment times available and it may mean that some appointments may run a little late until we all get used to this new routine. I ask for your patience with this process.

### **On entering the clinic:**

You will be asked to wash hands immediately and then to put on your face mask with clean hands, if you have not already done so in the car. I will take your temperature with a handheld thermometer.

You will see that I wear a face mask for your protection as well as an apron, which will be fresh for each new patient to avoid any spread of infection.

### **In the clinic room:**

All surfaces and items used during a treatment session will have been cleaned and the room aired by opening the windows before your arrival.

On your first visit to the clinic I shall ask you to sign the Consent Form, which we have already gone through during our telephone conversation prior to making your appointment. We shall undertake the consultation to discuss your current symptoms and I will look at your tongue (while you momentarily lower your face mask and I wear protective glasses) and feel your pulses. I will wash my hands before and after touching you.

During the treatment I may very occasionally need to use acupuncture points on your head or face, but if it is at all possible to select alternative points I will do so to avoid such close contact with you or having to lower your face mask.

If you need to sneeze and cough, please do so in a disposable tissue and bin it immediately and clean your hands. There will be tissues and hand cleaner available for your use or you may bring your own.

After the treatment:

If you wish to make another appointment, we will happily do so.

If it is at all possible for you to do, I will ask that you pay for the treatment by bank transfer.

If you develop any symptoms of COVID-19 or have any close contact with a person who develops the symptoms between your acupuncture appointments, it is important that you let me know as the virus is classed as a “notifiable disease” and I will have to assess whether it is temporarily necessary to close my clinic to avoid the potential spread of infection.

**As a member of the British Acupuncture Council I make no apologies for adhering to this thorough process, as it is ultimately to keep you as safe as it is humanly possible.**