



Mount-Leonard Physiotherapy & Sports Injury Clinic

COVID-19 Guidance

We are delighted to confirm that Mount-Leonard Physiotherapy & Sports Injury Clinic is now re-open for face to face (F2F) appointments, however, due to COVID-19 we will be operating slightly differently, and not all clients will be eligible for a F2F appointment.

The measures that we have put in place aim to reduce the risk of both our clients, and us as therapists, contracting COVID-19. If the processes detailed below are followed correctly, our clients can be confident that we are as safe as we possibly can be and that the risk to themselves and their therapist is as low as possible.

We thank all of our clients for their understanding and support with these processes. If you have any questions or concerns, please contact us to discuss them prior to your appointment.

Pre-Appointment

1. You will be triaged over the telephone to determine whether a face to face consultation is appropriate.
2. If F2F treatment is appropriate, you will be required to complete a COVID-19 screening questionnaire and answer all questions prior to attending the clinic. This is to ensure that you understand the risks associated with F2F treatment, and that you give your consent for such treatment to take place.
3. If you have been identified by the NHS as extremely clinically vulnerable / at greater risk of severe illness from COVID-19 / should be shielding then this should be discussed during your telephone triage to ensure that you can make an informed decision about attendance at the clinic.

Arriving for / During your appointment

1. Ideally, we ask that you please arrive for your appointment alone. If you travel with someone, then we please ask that they remain in the car during your treatment session, unless it is essential that you have a chaperone.
2. Please wait in your vehicle until you are collected for your appointment.
3. We ask that you arrive suitably dressed for your appointment in comfortable, loose fitting clothing.

4. Any personal belongings e.g. coats, bags, mobile phone etc. should be left in your vehicle and should not be brought into the treatment room.
5. Please ensure that you have a mask with you, which should be worn at all times inside the clinic.
6. Please sanitise your hands using the hand sanitiser provided before entering and leaving the premises.
7. Avoid touching any surfaces inside the clinic facility e.g. bannisters, door handles etc.
8. We politely ask that you DO NOT attend for a F2F appointment if you have any cold-like symptoms or COVID-19 symptoms i.e. fever, cough or change to your taste or smell; or if you have a family member at home showing the above symptoms. We would far rather you cancel your appointment in advance if you show any of the above rather than be refused treatment on arrival.
9. All clients will have their temperature taken using an infrared thermometer prior to each treatment session. If your temperature is above 37.6 you will be denied F2F treatment.
10. Where possible, please continue to maintain 2 metre social distancing throughout your appointment.
11. Please bring the correct money in an envelope to pay for your treatment session (£45 for new clients, £40 for follow up clients). Alternatively, you may pay via bank transfer in advance. Please ask for details if you wish to pay in this way.

For your piece of mind

1. Your therapist will be taking daily recordings of their temperature. If they have an increased temperature, any cold symptoms, or any COVID-19 symptoms you will be contacted to cancel your appointment.
2. Only one client will be booked for treatment at any time so you should not need to come face to face with anyone other than your therapist.
3. All contact points within the clinic facility will be sanitised and disinfected with antiviral spray before and after every patient e.g. door handles, chairs, equipment and plinth.
4. Your therapist will wear full PPE for the duration of your treatment i.e. Type 11 Mask, visor, single use disposable apron, and single use disposable gloves.
5. The window will be left open during your treatment session to allow increased ventilation.
6. We apologise that there will be no toilet facilities available for patient use at this time.