

## **CAYLEY PHYSIOTHERAPY: COVID-19 POLICY AND STANDARD OPERATING PROCEDURE**

### **Prior To Clinic Visit:**

- Every patient will be triaged remotely first, to decide whether face to face is required or the patient can be successfully treated remotely. This will include a determination of whether the patient will need to access any other services such as A&E or radiology.
- Every potential face to face patient will be screened for Covid-19 signs and symptoms during the triage telephone call or remotely, using the screening checklist
- Patient to be referred to 111 if any signs of Covid-19 found on screening and remote check
- Patients informed consent gained and documented for face to face treatment and risks associated with Covid-19 transmission.
- All patients will receive clear instructions regarding their appointment time, directions, where to park.
- All patients must be advised that the toilet will be closed in the clinic to minimise risk of viral transmission.
- All clinic visits will be limited to the patient only unless they are under 18 years old or require assistance of a family member and that they are free of Covid-19 signs and symptoms.
- All unnecessary items will be removed from the clinic room and waiting room areas such as flowers, cards, ornaments etc.
- Patients will be advised that their details may be used for contact tracing if required.
- There will be strictly no walk-in appointments available so all appointments will be made over the phone.

### **During The Clinic Visit:**

- All patients will be asked to wait outside or in their cars so not to approach the front door unnecessarily. Patients will not be able to wait for their appointment in the waiting room.
- The Physiotherapist will phone the patient when they are ready to start the appointment.
- All appointment times will be staggered by a minimum of 15 minutes so there is no cross over with any other patient and to allow cleaning of the equipment and furniture between each patient.
- The Physiotherapist will be required to wear appropriate PPE throughout the treatment session. This includes, at present, face mask (*Single Use*), gloves (*Single Use*), apron (*Single Use*) and eyewear. (*This will be subject to change depending on the governmental guidance*)
- Where possible the patient will be asked to wear a face covering throughout their visit.
- The treatment bed will be covered with a single use paper towel during each treatment session for each patient
- The Physiotherapist will only use a pillow if it is absolutely necessary and it will be covered with a single use paper towel
- Social distancing will apply within the clinic as far as possible including seating of the patient's chair in relation to the Physiotherapist's chair
- Physiotherapist to use hand sanitiser before donning PPE and directly after removal of PPE
- All patients will be required to wash their hands with hand sanitiser before entering the building and as they leave.
- The toilet will be closed to the patients to minimise risk of viral transmission.

- All patients will be advised that any tissues used by them while in the clinic will need to be disposed of by them at their homes.
- No cash payments will be allowed and BACS payments promoted to avoid unnecessary touching of card payment machine

**Post Each Patient Session:**

- All equipment, furniture and surfaces that the patient has been in contact with will be cleaned with disinfectant spray or wipes in between each patient session. (Consider treatment bed, patient chair, door handle, doors, card payment machine, door knocker).
- The Physiotherapist will wash their hands in soap and water and use hand sanitiser after each patient session and after cleaning the room in between patients.
- The Physiotherapist will clean the eye protection shield with disinfectant spray after each patient
- Physiotherapist to use gloves during clean down process
- If pillows are used, then the pillow cases will be changed and washed after the patient's treatment session
- Windows in the clinic room may be opened throughout the treatment session to allow for airflow
- All PPE used will be disposed of as per the governmental & CSP guidance.

**At The End of Each Treatment Day:**

- All clothing worn by the physiotherapist during the clinic day must be laundered by itself at the highest temperature the fabric can tolerate.
- All PPE used will be disposed of as per the governmental & CSP guidance