

Covid 19 - Current Procedures - 27/08/2020

I am now open for telephone/video consultations **and** face to face appointments.

If you are a new patient or you haven't seen me for over 18 months or you just prefer it, your first appointment with me will be a telephone/video consultation.

The telephone/video consultation will be 30-40 minutes.

This consultation will include discussion about your current problem, pain or injury. I will advise you how to manage and self-treat your injury. This will include exercises to manage pain and strengthen you. I will talk you through how to modify daily activities to help your recovery. We can discuss various methods of pain relief. At the end of this consultation I will

- explain the process of face to face, talk you through my infection control and PPE
- confirm we both agree that face to face is the right option for you.

The cost for the telephone/video consultation is £40 paid by bank transfer (don't worry if you don't do online banking-other options are available).

If you have seen me in the last 18 months but this is the first appointment since lockdown, I will need to do a short 5-10 minute call with you. This will enable me to:

- discuss any changes to your health over the last 18 months
- explain the process of face to face, talk you through my infection control and PPE
- confirm we both agree that face to face is the right option for you.

This short triage call will not be charged for.

If you are booked in for face to face appointment:

1. Arrive around 5 minutes before your appointment time and text me from your car.
2. I will reply and ask you to come to the door which I will open for you. I will be wearing PPE: mask, gloves, apron and visor. Please bring as little as possible in to the appointment: I have a chair and a small table for you to put your belongings on in the treatment room.
3. I will give you anti-bacterial gel for you to rub into your hands. I will provide you with a mask and after you have sanitised your hands you can put it on. Please do inform me if you are not comfortable with wearing a mask. We will have covered any medical problems that prevent you wearing a mask in my pre-appointment checks.
4. As much as is possible, I will stay 2 metres away from you. I will move into your 2 metre space when needed to provide treatment or assessment.
5. Payment can be done by contactless payment, bank transfer or mobile payment. The cost for face to face appointment is currently £40 but is due to increase in September 2020 to £43.
5. When it is time for you to leave, I will ask you to place your mask into my bin and offer you anti-bacterial gel again. I will open the doors for you and see you outside.

During your time at my clinic, there won't be any cross over with anyone else. I am leaving a 30 minute gap between appointments. This is for me to air the room, clean the surfaces and equipment that have been touched and to change my PPE.

If there is anything further you would like to know please call: 07763244666 or email katie@katebarnard.com