



**Benji Physio**  
**COVID-19 Policy – For Patients**  
**(From 27<sup>th</sup> August 2020)**

We have now re-opened the clinic.

However, it is not business as usual” yet.

Our priority at all times is the well-being of our patients and our team. Unfortunately, at the moment this means that we have to limit face to face contact with patients as much as possible in accordance with government guidance designed to control the spread of COVID-19. Anyone who has been to see us in the past will understand that it is not straightforward to respect social distancing during treatment – hands on has always been our preferred approach in the past.

We are grateful for your cooperation and patience at this time and appreciate that it is frustrating that we cannot provide exactly the same service as before. We have found, however, that the online service works much better than we had initially imagined so please don't feel that we are not available to help.

Following a telephone or online consultation, we are now able to offer face to face appointments at the clinic. When you do come to see us face to face, there will be a number of additional measures in place for your protection both within the clinic itself and on the wider premises.

**Changes to the way we work**

**Step 1 - Remote assessments – 10 minute free chat**

Our professional guidelines are very clear. Every patient must be assessed by telephone or online consultation before a face to face appointment at the clinic can be considered.

During this chat, we will ask you to quickly explain to us your problem. And after running a Covid-19 screening (including ruling out any medical risks) we will discuss whether your problem should be treated online or face to face.

For example, we will not be able to treat you face to face in the event that you or a member of your household, or anyone you have been in contact with, is experiencing symptoms or suspected symptoms of COVID-19.

## Step 2 – Full Initial assessment

### A. Online assessment

We were sceptical about this when the clinic closed and we first started to treat patients this way, but were pleasantly surprised with the results. It turns out that a lot of experience and a bit of playing about with camera angles can be a really effective way of treating patients, with the advantage that there is no risk of any contamination and the added bonus that you can do it in your pyjamas (patients only, the team will still have to wear normal clothes)!

### B. Face to face (F2F) assessment

The guidance now allows us to see certain patients face to face **but only where your physio feels that a telephone or online consultation is not sufficient**. It is **only** where it is not appropriate that we offer a face to face consultation. This is the professional decision of your therapist. If, in their professional opinion, remote treatment is not appropriate, the therapist will then undertake a risk assessment to see whether a face to face consultation is appropriate.

### How we are limiting the risk for in-clinic treatment

1. Therapists will all be using appropriate PPE as advised by the Chartered Society of Physiotherapists – disposable masks, aprons and gloves.
2. Appointment times are now staggered so that there is a (10 min) gap between each patient. If both treatment rooms are in use, appointment times between each of them will also be staggered. This prevents patients passing each other on the way in or out but also allows time for cleaning the treatment room within visits.
3. Patients will **not** be allowed to use the waiting room. Please wait in your car or outside the building and we will phone you when we are ready for you. Please make sure you give us the correct mobile number so we can do this.
4. You may find that the treatment rooms are looking a little more sparse in terms of furniture/pictures etc. This is to minimise the cleaning required. We are also no longer using pillows as they are difficult to clean.
5. Access to the treatment rooms will be via the main Library/Sports Centre entrance. Please do not enter without your therapist.
6. On arrival in the treatment room, you will be asked to wash your hands, use alcohol gel and be given a mask to wear. It goes without saying that your therapist will also have washed their hands, used alcohol gel and changed their PPE between patients.
7. Only the patient is permitted to use the treatment room. In exceptional circumstances a carer or guardian may be permitted – please advise if you think this will be required.
8. You will find that your therapist will keep their distance much more than you are used to, only approaching you when absolutely necessary.
9. Once re-opened, access to the gym will be limited and we may need to make advance arrangements to use the gym if that is necessary.
10. You will be asked to leave the clinic via the fire escape door and not to enter the main building. If you need to go into the Leisure Centre, please exit by the fire escape door and re-enter the building by the main door. This is to make sure that you can comply with the Leisure Centre's own social distancing rules.

### **Step 3 – Return treatment**

Return treatment will be offered online, F2F outdoor or F2F indoor depending on our assessment findings and how your problem can be resolved.

#### **A. Online treatment**

In order to comply with our professional guidelines, we need to restrict F2F as much as possible. In most cases, once we have a clear diagnosis and that the treatment plan has been put in place, the treatment can return to be dealt remotely either online or outdoor.

#### **B. Socially distanced treatment**

F2F outdoor allows to meet people from outside your home in an outdoor space while maintaining social distancing of 2m. During these sessions, no physical contact between the clinician and the patient should be made.

This is useful where, for example, you have an issue running and a full gait analysis is required or rehab exercises are required.

#### **C. F2F treatment**

In some cases, further F2F appointments will be required to either re-assess you or because we feel that your condition will benefit from further hands-on. We will then discuss our rationale and re-assess the risk.

### **Please don't ask us to "bend the rules"**

As frustrating as they are at times, please don't ask us to make exceptions. Each patient needs to be assessed on an individual basis and will be treated in accordance with our policy, which is intended to comply with the latest government and professional guidance and will be updated as and when required. If we don't comply with the guidance, we will be in breach of our professional obligations and will not be insured to treat you, and of course we could be putting you and our team at risk.

I confirm that I read and understood Benji Physio Patients Covid Policy (update 27/08/20)

Name:

Signature:

Date: