



Benji Physio
COVID-19 Policy – For Patients
(From 1st July 2021)

We are now able to treat patients as “normal”.

Our priority at all times is the well-being of our patients and our team. We therefore need to assure that face to face contact with patients is as safe as possible. 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.

Before we can offer a F2F consultation we will need to do a full COVID screening which will include a full medical history and medications screening.

We are grateful for your cooperation and patience at this time.

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 – 10 minute screening 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 it is safe for yourself to come at the clinic**. This is the professional decision of your therapist. If, in their professional opinion, attending the clinic is unsafe, we will offer an online consultation.

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 as necessary.
2. Appointment times between each therapists will 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 are allowed to use the waiting room **but must wear their masks whilst waiting**.
4. 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.
5. 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.
6. You will find that your therapist will keep their distance much more than you are used to, only approaching you when absolutely necessary.

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 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.

C. F2F treatment

Further F2F appointments will be offered as normal as long as you have not had new COVID symptoms, any infections, or new medications which will make contact with our therapists unsafe.

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 01/07/21)

Name:

Signature:

Date: