



## **PATIENT PROCEDURES FOR VISITING REACTIVATE PHYSIO CLINICS**

**THESE PROCEDURES ARE DESIGNED TO KEEP YOU AND THE CLINICIAN SAFE AND PREVENT CROSS CONTAMINATION OF COVID-19. PLEASE MAY WE REMIND YOU THAT IF YOU OR ANY OF YOUR HOUSEHOLD ARE DISPLAYING ANY SYMPTOMS OF COVID-19 NOT TO ATTEND YOUR APPOINTMENT BUT TO CANCEL AND CONTACT YOUR GP.**

**IF YOU HAVE RECENTLY TRAVELLED ABROAD PLEASE CHECK THE MOST RECENT GOVERNMENT GUIDELINES ON QUARANTINE RESTRICTIONS.**

- Please ensure you are wearing a fresh set of clothes to your appointment
- Please do not go elsewhere before your appointment if at all possible
- Please attend your appointment alone unless you are a minor or require a chaperone
- Please follow collections guidelines below depending on where you are being seen.....
  - ...For Taro Leisure Centre Clinic, please wait in the main foyer to be collected by your therapist
  - ...For Waterlooille Clinic, please wait in your car to be collected by your therapist
  - ...For Southbourne Clinic, please wait outside main reception door or in your car
  - ...For Lockyer Court, Sheet Clinic, please park ONLY in the space beside our door or on the roadside if not available and wait to be collected from your car or wait outside the building.
- Your therapist will open and close all doors to and from your appointment
- Your temperature will be taken by an infrared thermometer at the door before your appointment.
- Hand Sanitiser Gel will be available for use at all times
- Please wear a face mask to protect both yourself and our clinicians
- Clinicians will be wearing PPE equipment - please do not be alarmed
- Payment can be made at the appointment by contactless methods or an invoice will be sent to you by email
- PLEASE BE AWARE THAT TOILET FACILITIES ARE NOT AVAILABLE AT ALL SITES

**THANKYOU FOR YOUR SUPPORT AND COOPERATION IN THESE DIFFICULT TIMES HELPING US TO PROTECT YOU AND OUR STAFF**