



## Therapy Direct Healthcare & Balmoral Physiotherapy Service

*Questions and answers for patients about their Face to Face Assessment while staying Covid19 safe and secure.*

**You have completed a remote assessment and your Physiotherapist, who has recommended, clinically reasoned and agreed with you that a face to face assessment is indicated to manage your symptoms.**

**We want to advise you of the measures we are taking to keep you safe and secure during this current Covid19 pandemic:**

**Q. What should I wear for my appointment?**

**A. Wear the usual appropriate clothing to allow us to fully assess you e.g. shorts for lower limb and vest top for upper limb issues. However, consider leaving phones, watches, jewellery, handbags etc at home or put these objects in a small plastic bag.**

**Q. What should I bring to my appointment?**

**A. Bring as few items as possible into the clinic for your appointment (see point above). You will be encouraged not to touch and make contact with as few surfaces as possible to minimise the risk of Covid19 transmission.**

**Q. Should I wear a face mask?**

**A. You will be provided will a high quality face mask for your appointment, which you can take away with you.**

**Q. What will happen I arrive at the clinic?**

**A. You will see signage on the door requesting you wait outside the clinic until you are met by Physiotherapist who will unlock the door and guide you into the clinic. You will be asked to use the provided hand sanitiser on entry and exit from the clinic.**

**Q. What measures have been taken to protect me before I arrive?**

**A. We are spacing out appointments to provide us with extra time to clean the clinic and clinic room before you enter. An example with would be the treatment couch, tables, physio equipment, door handles, payment machines etc.**

**Q. What precautions will be taken by my Physiotherapist?**

**A. Your Physiotherapist will wear the recommended PPE by the Chartered Society of Physiotherapy and Public Health England. They will wear an apron, mask and gloves for your consultation.**

**Q. Can I bring someone with me to my assessment?**

**A. Yes, if you require physical assistance to attend your appointment from a carer. Please do not attend with family members or friends, exposing them to our clinic environment.**

**Q. How can I pay for my treatment?**

**A. We will request and accept payment by contactless payment card if available, but will also accept cash/cheque.**

**Q. How will I book my review appointment if required?**

**A. A review appointment will be booked by Physiotherapist as usual and you will be provided with a record of that appointment date and time.**