## Procedures implemented to minimise risk of COVID-19 cross infection

Dear Friend,

It has been nearly 3 months since we were instructed to stop practicing acupuncture. It is nice to finally have the prospect of getting back to work. This note is an update on the precautions that will be put in place to ensure your safety when you come for treatment. Please familiarise yourself with them to make our environment safe for all.

The largest risk to the clinic is visitors that are infected with the COVID-19 virus – if in doubt, please change your appointment (late cancellation charges have been suspended in this case).

Having collectively evaluated numerous sources of guidance with respect to reducing the risk of transmission of COVID-19 in the settings I work in, I will be implementing the following in coordination with the providers of the space where I work.

1. The day before your appointment, we will ask you to fill out a screening and consent form. This will ask you questions to screen against the you are currently carrying the COVID-19 virus and will ask for your consent to accept treatment despite a risk of transmission of the virus.
2. Any patients with symptoms of COVID-19 will be asked to defer their appointment for a further two weeks.
3. Those patients with medium risk medical conditions will be offered appointments at the beginning of the sessions. Please consider your travel arrangements and try to arrive via walking, cycling, private car or screened taxi where possible. If you are taking public transport, please choose off-peak times. Try to maintain social distancing and consider wearing a protective face covering.
4. When you arrive, we will take your temperature using a contactless thermometer and provide you with hand sanitiser. If your temperature is above 37.8, or if you have any associated symptoms, you will be asked to return home and self-isolate as per government guidelines
5. Appointments will be longer and staggered to eliminate waiting times inside the reception area and to allow cleaning of surfaces after each visitor. This will help to minimise the number of patients on the premises, thereby ensuring adequate distancing and reducing the risk of patient-to-patient contact transmission. We request that you attend alone (unless you are a chaperone) and are punctual but not unduly early.
6. On arrival:
   1. Please wait to be let in and avoid touching any surfaces with your hands.
   2. Immediately use the hand sanitiser available in reception area. If there is a wait, the chairs will be positioned to allow you to sit socially distanced.
   3. Please try and go to the toilet before your visit. If you need to use the toilet please wipe the obvious areas with the wipe provided and wash your hands thoroughly.
   4. You will then be led to your treatment room. Please let the host open any doors on your way.
7. Once in the treatment room, you will notice that I will be wearing a mask. You are welcome to wear a mask if you feel it is necessary, however it is not a requirement. I am the single point of contact transmission hence why I will be wearing a mask.
8. Treatment
   1. I will carry out the treatment consultation as per normal
   2. Please avoid touching any surfaces if possible.
   3. We will not be able to use a cloth couch cover or cover sheets therefore please wear loose clothing that can be pulled up arms or legs.
   4. If you think I will need to treat you with some clothing items removed (e.g. for upper back shoulder pain or back pain) then please bring your own sheet or covering.
   5. To help avoid cross infection, it would be very helpful if you bought a plastic bag to put your coverings or clothing into.
   6. Disposable couch and pillow covers will be used
   7. Payment can still be via card or cash. If you are paying by cash, please bring the correct change and I will get you to drop it in a container.
   8. You will again be asked to wash your hands just prior to leaving
   9. I will check that your way is clear and guide you out of the clinic

For your safety, contact surfaces will be wiped down before and after your visit

If you have any concerns about this procedure, please contact me at your earliest convenience

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