

Ombersley Physiotherapy

Face to face consultations during the covid-19 pandemic.

Standard operating procedure

Initial patient contact for treatment

Discussion on the offer of remote consultation must take place and be advised first.

Physiotherapists must try to advise the patient to help manage their symptoms remotely first before offering a face to face appointment.

Telephone screening for covid-19 symptoms to be completed and documented prior to any appointment.

If a face to face appointment is being considered the therapist must check that the patient does not have any symptoms or has been in recent contact with anyone with symptoms or in a high risk environment. This must be documented.

This is all included in writing in the [initial consent form](#) e-mailed out to patients as well.

Risk factors for face to face treatment discussed and documented.

The therapist must discuss the potential risks of attending a face to face appointment.

This should include ascertaining if the patient is in a high risk category.

Education on the mode of transmission of Covid-19.

Also the steps we are taking to minimise the risk of spread.

This information will also be included in the [initial consent form](#) e-mailed out.

Physio to book own appointments ensuring 20-30 minutes spacing between appointments for cleaning.

This enables time management for minimising patient to patient contact and deep cleaning. It also ensures that no patients get booked in without the above screening.

Patients to be informed at this stage to expect an online [initial consent form](#) which includes a written Covid-19 screen and needs returning at least 24hrs prior to their appointment.

Inform patients of procedure when arriving at clinic (this will also be in an e-mail). Patient must be made aware that if they have any suspicions of Covid-19 they must cancel their appointment and self-isolate – they will not be charged.

Prior to face to face contact

Check screening forms

To be done day before appointment. If any concerns are raised about on the screening forms the patient must be telephoned to discuss cancelling the appointment and self isolating.

In the event that a form is not returned 24hrs prior to the appointment, the patients will need to be telephoned to go through it over the phone. This will then need to be inputted manually into the computer system to ensure documentation.

Face to face appointment - clinic

Arrival of physio in clinic

- Sanitise hands on entrance to building
- Change into uniform or scrubs
- Open windows and prop open any non-fire doors.
- Wipe down stair rails, chairs, plinth, desk, door handles and taps.
- Wash / sanitise hands.
- Check all patients booked into clinic have returned screening forms.
- Ensure that GP diary is up to date for the day and matches clinic diary.
- Prior to first patient put on single use apron and R2 face mask.
- If patient is vulnerable face visor can be added to PPE.

Arrival of patient in clinic

- If possible open door for the patient to minimise their surface contact.
- If patient has arrived in gloves, request their removal and to wash hands in clinic sink or sanitise.
- Request patient wear their face covering.

Subjective assessment

- This can be performed with patient in chair next to the door for maximum distancing.

Objective assessment

- Put on single use gloves at the start of any potential contact in the session.

Hands on Treatment

- To be performed in full PPE as above – apron, gloves and R2 mask (+/- visor).
- Try to minimise time in close contact to patient's head if there is a choice of treatment positions.

Discussion on need for further face to face or remote follow up.

- After each session evaluate if further face to face is necessary with the patient.
- Ensure patient knows what to do if they get any symptoms in the next 2 weeks.
- Open all doors for patient on the way out, escorting them to the exit of the building.

Turn over between patients

- Remove single use gloves and apron and **dispose of following GP surgeries waste guidelines.**
- Open window if it was shut for treatment and prop clinic room door open.
- Systematically wipe down every surface that has had patient contact (including the toilet if it has been used)

Physio leaving clinic

Check that all diary entries on EMIS and our diary are correlated.
At the end of the day clean all surfaces as per [cleaning schedule](#)
Ensure the window is shut.
Wash hands
Change back into normal clothes.

In the event of a patient or therapist being diagnosed as covid-19 +ive

Follow procedures from contact tracers.

Patients have already been made aware that the NHS contract tracers override our previous GDPR and that in this instance we will need to hand out patient's name and contact details.