

Client full name	Phone number	
Date and time of visit	Therapist	
<b>Covid-19 Screening</b>		
Q1. Have you ever been tested for Covid-19?	Yes	No
Q2. Have you ever tested positive for Covid -19?	Yes	No
Q3. If yes, were you hospitalised?	Yes	No
Q4. Are you currently taking medication for Covid-19?	Yes	No
<b>If you have answered Yes to either Q3 or Q4, treatment can proceed once GP approval has been granted.</b>		
Q5. Have you or any of your household been in contact with a confirmed positive case in the last 14 days?	Yes	No
<b>If yes, the treatment should be postponed for 14 days</b>		
Q6. Have you or any of your household been contacted by the Test and Trace Team and advised to self-isolate?	Yes	No
<b>If yes, the treatment can only take place once the period of self-isolation has been completed.</b>		
Q7. Do you or any member of your household currently have any of the symptoms of COVID-19?		
<b>High temperature</b> – this means you feel hot to touch on your chest or back (you do not need to measure your temperature)	Yes	No
<b>New, continuous cough</b> – this means coughing a lot for more than an hour, or 3 or more coughing episodes in 24 hours (if you usually have a cough, it may be worse than usual)	Yes	No
<b>Loss or change to your sense of smell or taste</b> – this means you've noticed you cannot smell or taste anything, or things smell or taste different to usual	Yes	No
<b>If the answer is yes to any of the above, then treatment cannot commence until an isolation period in line with Government Guidance has been completed and you can confirm you are symptom free.</b>		
Q8. Are you considered to be in the High-Risk Group that was shielding?	Yes	No
<b>If yes, please be aware that you are at higher risk of severe consequences from Covid-19 infection and the therapist has the right to refuse treatment.</b>		
Q9. Have you returned from abroad and required to isolate?	Yes	No
<b>If yes, the treatment can only take place once the period of self-isolation has been completed.</b>		

### **Consent Declaration for Face to Face Appointments during Covid-19**

The information I have given in this form is honest, accurate and correct to the best of my knowledge. I have had the opportunity to ask all the questions about its content, and all of my questions have been answered to my satisfaction. I appreciate that although all reasonable steps to reduce risk of infections have been taken, including screening potential Covid-19 cases and undertaking increased hygiene and distancing protocols there may still be a risk of infection from face to face treatment. I knowingly and willingly consent for Face to Face appointment to take place.

Client Signature

Date

### **Data Protection Policy**

"The Clinic fully complies with the most up to date Data Protection Policy and has a transparent approach to Data Processing which empowers individuals to know about the collection and use of their personal data. We collect data for ensuring we have the right information for assessing your suitability to treatment, for completing the appropriate treatment, for contacting you regarding appointment follow-ups and for a referral to GP or other healthcare practitioners if deemed necessary. Your data may be viewed by clinic staff to ensure continuity of care is given and for standards clinic running purposes. In addition, the data will also be shared with NHS Trace and Test if asked as this is mandatory. The Therapist has the right to refuse treatment if such data cannot be collected. We collect only data that is relevant to those purposes, and we keep it for 7 years. All information held will be treated as strictly confidential and will only be released to any other external party with the consent of the client."

I have read The Clinic's Data Protection Policy and consent to The Clinic processing records as outlined above and understand that I can withdraw my consent on the processing of data at any time.

Client Signature

Date

**I have read and agree the Consent Declaration and the Data Protection Policy above**

Signed Therapist		Signed Client		Date	
				Time in	
Signed Therapist		Signed Client		Date	
				Time in	
Signed Therapist		Signed Client		Date	
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Signed Therapist		Signed Client		Date	
				Time in	

## KEY INFORMATION FOR ATTENDING YOUR APPOINTMENT

**Please be aware you must have filled out the COVID-19 pre-screening questionnaire prior to attendance**

- **PRE-TREATMENT SCREENING QUESTIONNAIRE**

As per guidelines issued by the Government and our registering body the ISRM, we are required to ask you to complete and sign the attached COVID-19 screening questionnaire and the updated data protection form on page 2 for every appointment you attend.

Please print off and fill out the form attached to the automatically generated email prior to attending your appointment. It will be added to your notes and re-signed with every visit.

Alternatively, the form can be electronically filled, signed and returned by email and we will print it for you. This will minimise time spent in close contact performing paper work tasks on the day.

### **ON THE DAY:**

- **STRICT TIMINGS**

There will be 15min between appointments to allow for cleaning, airing and disinfecting.

**Please be on time for your appointment** rather than early as guidelines require us to prevent patients from having contact with each-other. **Please also ensure that you leave the clinic room on time after your appointment is done.**

As per our standard clinic policies; If you are late, the session still falls within the scheduled appointment time. You will still need to leave on time to allow for a reasonable gap.

- **HAND SANITISING**

**BEFORE ENTERING PREMISES** Client and Therapist shall sanitise hands and should don face coverings.

- **TEMPERATURE SCREEN**

When you arrive we will meet you at the front door/waiting area and take your temperature with a laser thermometer. Please be assured that each day prior to attending the clinic your therapist is required to do the same.

- **PAPERWORK**

For current patients we will simply need to re-sign the 'COVID-19 screening questionnaire' each time you attend.

For new patients, a full consultation with the associated paperwork will be required as normal. New treatment programmes are modelled on the standard Chiropractic or Osteopathic format of first consultations proceeded by follow ups for treatment.

- **MASKS**

Patients are advised to attend their appointment wearing their own masks and to take them away afterwards. Your therapist will also be wearing a mask for the duration.

Government guidelines for "close contact workers" stipulate that masks must be worn by both parties throughout the appointment.

We will have a supply of masks in stock should you find yourself short and we do ask that you take any mask away with you for safe disposal at the end of the session.

- **TOWELS, TREATMENT GOWNS, CLOTHING AND COUCH COVERS**

There will be no towels or treatment gowns available.

**Please attend dressed in suitable sports clothing, leggings or loose trousers and normal exercise tops.**

Couch paper will be used as normal but we will not use couch covers. We are opting to wipe down the bench with disinfectant between each patient instead.

- **TOILET AND WATER**

The facilities will be available as normal but we ask that you bring your own drinks if required. We cannot supply you with water.

- **PAYMENT**

No cash please. Payments can be made by contactless card, our Paypal-me link or BACS if you have not already paid online via the booking system.

- **LATE CANCELLATIONS FOR FEELING UNWELL**

No cancellation fee will be charged.

- **CHAPERONES**

Due to COVID-19 restrictions we can no longer allow partners or chaperones to attend the clinic. Please arrive alone for your treatment. This means we can no longer treat under 16's.

## DIRECTIONS TO THE CLINIC

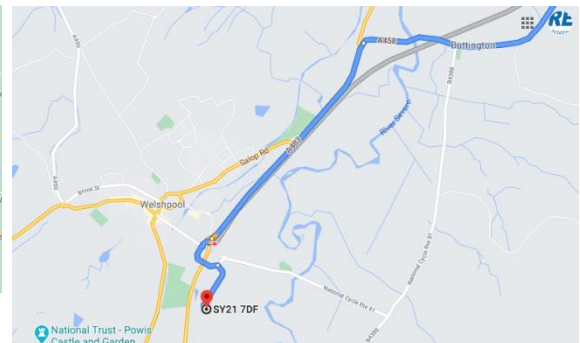
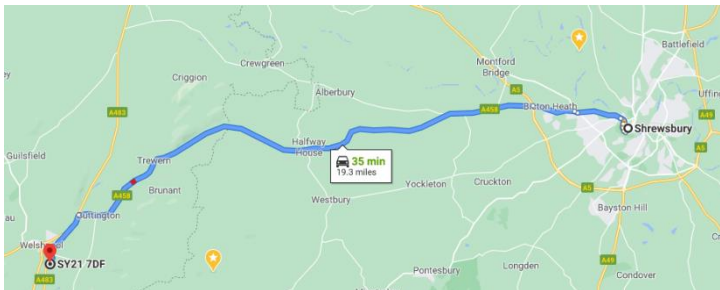


**RESTORE** is located at Severn Business Centre, 15 Severn Farm Enterprise Park, Welshpool, SY21 7DF



**We can be accessed quickly and easily from the Welshpool bypass:**

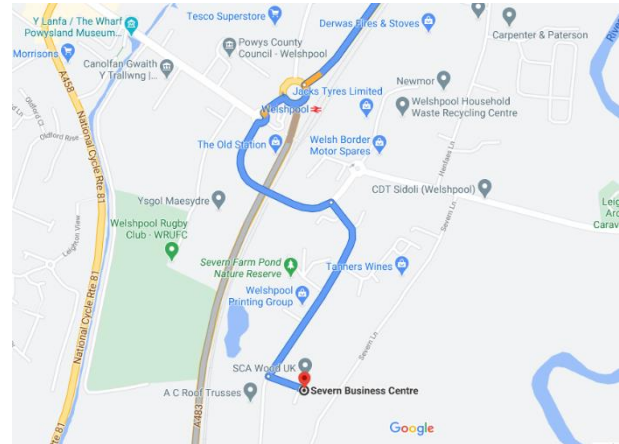
1. Coming from Shrewsbury when you arrive at the roundabout at the end of the Welshpool road (A458) just after Buttington turn left and continue along the A483 to the next roundabout.





2. Go straight over taking the second exit towards the train station passing the The Old Station Shopping centre on your left (A4381)

3. Go straight on over the mini roundabout to follow the road curving up to the left over the bridge. When you have come over the bridge, take your first right (opposite Phil's Tool hire) as you approach TG Builders Merchants.



4. Continue down this small road, passing Tanners wines and various wood yards until you see C E F ahead of you. Take this left turn, the clinic will now be straight ahead of you.



### Parking:

Ample FREE parking right alongside the clinic. Please let yourself into the waiting area after sanitising your hands or wait outside if you prefer.



You will be greeted and invited through at the time of your appointment. Please be patient if we are running slightly late, we know you have arrived.

If you would like to arrive early there are plenty of pretty walks nearby including the [Severn Farm Pond](#) and the [Lyn Coed-y-Dinas nature reserves](#) but please be aware we are operating a strict timing schedule in line with COVID guidelines to avoid patients having to meet each other.

