

## COVID-19 Update: Welcome Back to Hans Place Practice

At Hans Place Practice, we are delighted to be open again. However, to keep all our staff and clients safe, there will be some changes to your experience. While your experience may be a little different, we want you to know that your safety and comfort remain our priority. Please review the following information so that we can all work together to keep each other safe.

### Changes Inside the Clinic

To help everything run smoothly and safely, we have had to make some changes inside the clinic. Here are some of the steps we have taken to keep everyone safe.

- **Our appointments are mainly via Online Video.** This will reduce unnecessary journeys.
- **More time for appointments.** This will help appointments run to time and reduce the number of patients inside the clinic at any time.
- **We are now paperless.** This will reduce the tactile contact you have and the staff have. Online forms will be used in place and completed before your appointments.
- **One person in the waiting room at a time.** This is to ensure that proper social distancing is possible.
- **Staff to wear masks and PPE.**
- **Sanitiser dispensers** placed at the entry to the clinic and consulting rooms. Hand washing is the best way to prevent the spread of COVID-19. Staff and Clients will be encouraged to use these dispensers liberally.
- **Robust cleaning** schedule for high contact points. Surfaces that are often touched will be cleaned much more often, for example - door handles, light switches, countertops.
- **Toilets will be cleaned** after every use.
- **Limited refreshments.** We regret that we will not be able to offer our usual refreshments. If you require a drink, we will be able to provide bottled water.
- **Distance markings on the floor.** To help with social distancing, we have marked out 2m spacings on the floor.

### How You Can Help

To help us keep the clinic a safe space for all our staff and clients, there are a few guidelines that we are asking all of our clients to follow. Your help with these will be greatly appreciated.

- Arrive as close to your appointment time as possible. If you arrive more than a few minutes early, we will ask you to wait outside until you receive a text message. This will allow us to limit the number of people in the building to a safe number.

- Attend appointments on your own if possible. To limit the number of people in the building, we ask that you don't bring anyone to your appointment with you. If you require an escort or an interpreter, please contact as early as possible so that we can make arrangement.
- Use the hand sanitiser. We have set up hand sanitiser dispensers around the clinic. We'd be grateful if you could make use of these during your time in the clinic.
- Maintain social distancing when possible. We have marked out distances around the clinic to help with this. So, whenever it's possible, please maintain 2m/6ft distance from other people.

### When Not To Come

We know it can be frustrating to put off your treatment, but if you or anyone in your household might have COVID-19, we ask that you rearrange your appointment. We can work with you to find another time for your treatment.

So if you or anyone in your household has any of the following symptoms, please let us know so we can make alternative arrangements.

Please reschedule your appointment if you or a member of your household has a:

- Fever of more than 37.8°C
- Dry Cough
- Loss of sense of taste/smell
- Fatigue
- Confusion
- Sore throat
- Vomiting
- Diarrhoea
- A positive COVID antigen test.

### Frequently Asked Questions

*What if I have a problem completing the online forms?*

If you have any problems accessing the forms online, then please call us. We can help you through the process.

*What happens if I get a positive COVID-19 test result?*

If you test positive for COVID-19, then please let us know. We can rearrange your appointment once you are well again. You will need to self-isolate. You will need to isolate for either fourteen days or

seven days from when you first show symptoms. Anyone you live with or have been in contact with will need to isolate for fourteen days.

*What happens if I get an inconclusive COVID-19 test result?*

If this happens, please contact us as soon as possible. We will need to arrange for another test and may have to delay your treatment to wait for the results.

*What happens if I 'fail' the screening questionnaires?*

If we have concerns that you might be unwell, we will rearrange your appointment. Depending on your responses, we may recommend that you get a COVID-19 test to determine if you have it.

*What do I do if I can't complete the screening questionnaires?*

If you are having difficulty completing the questionnaire, please contact us. We can perform the questionnaire over the telephone.

*What if I arrive early for my appointment?*

If you arrive early, you may be asked to wait outside the clinic. If this happens, we will send you a text message as soon as it is clear for you to enter for your appointment.

*What if I arrive late for my appointment?*

Unfortunately, if you arrive late for your appointment, we may be unable to see you.

*What do I do if I need a chaperone or an interpreter?*

If you require a chaperone or interpreter, please let us know as soon as possible. We will be able to discuss your needs and find the best solution possible that keeps everyone safe.

*What should I do if I or someone I live with has symptoms of COVID-19?*

If you or someone you live with has the symptoms of COVID-19, then please let us know. If there is any concern, it is best to be safe and rearrange your appointment. If you suspect you have COVID-19, you can arrange a test to confirm. You and your household will need to isolate for fourteen days or seven days from the first sign of symptoms.

