



COVID-19 PROTOCOL

GENERAL INFORMATION

- I have taken the following steps to minimise the risk of Covid-19 transmission within my homeopathy practice. Please let me know as soon as possible if you have any queries or concerns about the precautions I have put in place.
- I will send a digital copy of my Covid-19 Protocol to every new patient before the date of their first appointment.
- Copies can also be downloaded from the Contact page of my website <https://www.elainegoodehomeopathy.co.uk> or provided on request.
- Paper copies will not be available during the Covid-19 pandemic.

COVID-19 INFECTION

- If I test positive for Covid-19, suspect I have been infected with Covid-19, or am asked to self-isolate by the government test and trace service, I will contact you immediately so that you can take all necessary precautions.
- I will also contact you should any of the above apply to a member of my household or support bubble.
- I will keep a record of your name, address and contact details in case they are needed by the NHS Test & Trace Service.
- If you test positive for Covid-19 please contact me immediately so I can take all necessary precautions.
- If you test positive for Covid-19 I will notify the NHS Test & Trace Service and may have to notify the appropriate public health authority. Should this be the case I will provide the minimum amount of information necessary for the purposes of data collection. I will not discuss the reason for your visit or provide any details of your treatment.

- If at any stage of your treatment I suspect that you may have been infected with Covid-19 I will immediately refer you to NHS 111 or your GP for medical advice. If you are having face-to-face treatment I will ask you to book another appointment in 14 days time or offer to treat you online via Skype or Zoom.

FACE TO FACE OR ONLINE TREATMENT

- I will always treat you online if you do not want face-to-face treatment.
- This is especially the case if you have been shielding because you are “clinically extremely vulnerable” or you are “clinically vulnerable” because of your age and/or an underlying health condition.
- I will ask how you want to be treated when you book your first appointment.
- If you change your mind about face-to-face treatment I will discuss your concerns and do my best to address them. If you still feel uncomfortable about attending an appointment I will treat you online using Skype or Zoom.
- I cannot visit or treat you at home during the Covid-19 pandemic.
- While I am working at a therapy centre or any other venue (i.e. not in my own clinic) I will follow any additional procedures required by that therapy centre or venue. I will also follow their procedures if they differ from those set out in this protocol.

SOCIAL DISTANCING

- Homeopathy is a talking therapy. Unlike close contact services, there is no physical examination or direct contact between practitioner and patient.
- I will maintain a distance of 2 metres in the treatment room and (wherever possible) the rest of the clinic.
- Where 2 metre distancing is not possible I will maintain a distance of 1 metre & adopt the following procedures to reduce the risk of Covid-19 transmission - increased hand washing & use of hand sanitiser; enhanced cleaning & disinfection; limiting the number of people in clinic; wearing a face covering etc.
- Please see below for further details.

HYGIENE & SANITATION

- I will clean and disinfect all high touch objects and surfaces before and after every face-to-face consultation. This includes door handles, light switches, work surfaces, keyboards etc.
- I will keep the treatment room well ventilated and open windows and doors in between patients.
- I will ask you to use a 70% alcohol hand sanitiser when you enter the clinic and use it myself. I will also take your temperature using a “no contact” thermometer.
- I will provide hand sanitiser in the treatment room. You may use it at any time.
- I will wash my hands thoroughly in between appointments and after I have cleaned and ventilated the treatment room.

FACE COVERINGS

- According to government guidance, there are some circumstances in which wearing a face covering may be “marginally beneficial” - e.g. in enclosed spaces where social distancing is not possible. However, the evidence of the benefit of using face coverings to protect others is weak & the effect is likely to be small. Face coverings are not a replacement for other ways of managing risk (i.e. social distancing; frequent cleaning; regular hand washing etc.) These are the best ways to mitigate the risk of infection.
- *Working Safely During Covid-19 in Offices & Contact Centres*” (there is no specific guidance for talking therapies such as homeopathy, counselling or psychotherapy.)
- From the 08 August the government has decided that members of the public must wear a face covering in “premises which provide professional services”.
- Members of the public are expected to wear a face covering immediately before entering the premises and to keep it on until they leave.
- There’s been no change for those of us who provide professional services, but in light of this government amendment I feel it is appropriate that I should also wear a face covering in clinic. This will apply whether or not I can follow the 2 metre social distancing requirement.
- So, just to recap, both of us will be wearing face coverings (unless you have an exemption certificate of course) when I “meet, greet and treat” you.
- *Guidance document. Face coverings; when to wear one and how to make your own. Sections 2 & 6. Updated 31 July 2020.*

BOOKING AN APPOINTMENT

- I will ask whether you (or any member of your household or support bubble) have any Covid-19 symptoms when you book a face-to-face appointment.
- If you (or a member of your household or support bubble) develop Covid-19 symptoms after an appointment has been booked I will ask you to book another appointment in 14 days time or agree to be treated online.
- If you have to cancel or reschedule less than 24 hours before the date of your appointment I will waive my usual cancellation charge.

ATTENDING AN APPOINTMENT

- Only one patient at a time will be allowed in clinic.
- Your appointment will be scheduled for a specific time interval to minimise contact with others and allow time for the treatment room to be cleaned, disinfected and ventilated before your consultation begins.
- It will not be possible for you to wait inside the clinic.
- Please stay in your car or wait outside the premises until I phone or message you to say I am ready. I will then come to the front door and let you in.

- Please don't be late. For this to work your homeopathy session must start at the agreed time.
- We will have to use alternative forms of greeting. No hand shakes, hugs etc!

DURING AN APPOINTMENT

- Access will be restricted to patients only.
- Please let me know if you must be accompanied by another person (professional carer, spouse, parent etc.) for health or other reasons.
- Dogs are lovely but please leave them at home.
- Your chair will be placed at least 2 metres from where I am working. You can move it farther away if you wish.
- Please bring your own bottled water or other drinks.
- Please bring your own pen and paper in case you need to write anything down.
- Invoices, receipts, date of next appointment etc. will be sent electronically. There will be no exchange of paper items before or after the appointment.
- All non-essential items (business cards, brochures, advertising materials etc.) will be removed from the treatment area.
- If you are paying in cash please have the exact amount required or pay via Paypal @ [Paypal.me/elainegoodehomeopath](https://www.paypal.com/ElaineGoodeHomeopathy) the day before your appointment.

QUERIES OR CONCERNS

- You will be able to raise any queries or concerns when you complete your Patient Questionnaire.
- You can choose whether to be treated online or in person.
- You can change your mind at any stage of your treatment.
- If you would like to talk to me about anything in this protocol, please use my free 30 minute discovery phone call. To book your call, use the Contact form on my website <https://www.elainegoodehomeopathy.co.uk>. Send your email address and tell me what time/s and date/s would suit you best. I'll get in touch to confirm your booking.
- Thank you for taking the time to read this document. I look forward to meeting and working with you.

Best wishes

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