

COVID-19 PROTOCOL 2021

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 they attend 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 NHS 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 (or a member of your household or support bubble) test positive for Covid-19 please contact me immediately so I can take all necessary precautions.
- 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 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 you an online appointment using Skype or Zoom.

FACE TO FACE OR ONLINE TREATMENT

- I will always treat you online if you do not want to be treated in person. You do not have to be shielding, self-isolating, or clinically vulnerable on account of your age and/or underlying health condition. You can change your mind and ask for a personal consultation at any time.
- 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 for treatment I will work with you online.

- I cannot visit or treat you at home during the Covid-19 pandemic.
- When I am working at a therapy centre or some other venue (i.e. not online or in my own clinic) I will follow any additional procedures required by that therapy centre or venue.
- I will also follow their procedures should they differ from those set out in this protocol.
- If I am not allowed to treat you in person because of tier restrictions or the country being in lockdown I will always offer to treat you online.

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, therapy centre or other venue.
- Where this is not possible I will maintain a distance of 1 metre and use the following procedures to reduce the risk of Covid-19 transmission - Increased hand washing. Regular use of hand sanitiser. Enhanced cleaning & ventilation of the treatment room. Limiting the number of patients in clinic. Wearing an appropriate face covering.
- Please see below for further details.

HYGIENE & SANITATION

- I will clean and disinfect all high touch objects and surfaces before and after every personal consultation. This includes door handles, light switches, work surfaces, keyboards etc.
- I will ventilate the treatment room for 15 minutes in between each patient.
- I will ask you to use a 70% alcohol hand sanitiser when you enter the clinic and use it myself.
- 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 beneficial - e.g. in enclosed spaces where social distancing is not possible. Face coverings are not intended to be a replacement for other ways of managing risk (social distancing, frequent cleaning, regular hand washing etc.) These are the best ways to mitigate the risk of infection.
- However, on the 08 August 2020 the government 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.

- In view of this government guidance I will 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) 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

- My Patient Questionnaire will ask whether you (any member of your household or support bubble) have any Covid-19 symptoms or are self-isolating under the NHS Test & Trace Scheme. If the answer is yes I will work with you online or offer you a personal appointment in 14 days time.
- If you (a member of your household or support bubble) develop Covid-19 symptoms or are asked to self-isolate after booking an appointment please let me know. I will work with you online or offer you a personal appointment in 14 days time.
- I will waive my usual cancellation fee where appointments have to be cancelled or rescheduled due to Covid-19.

ATTENDING AN APPOINTMENT

- Your appointment will be scheduled for a specific time to minimise contact with others and allow the treatment room to be cleaned and well ventilated.
- Only one patient at a time will be allowed in the treatment room.
- It will not be possible to wait for your appointment 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 and end at the agreed time.
- Alternative forms of greeting will be used. No hand shakes, hugs etc!

DURING AN APPOINTMENT

- Access will be restricted to one patient only.
- Please let me know if you must be accompanied by another person (professional carer, spouse, parent etc.) for health or other exceptional reasons.
- 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/uk/mcharities/ElaineGoodeHomeopathy) on the day before your appointment.
- Written receipts will be provided electronically.

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 speak 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 times and dates would suit you best. I'll get in touch to arrange your booking.
- Thank you for taking the time to read this document. I look forward to meeting and working with you.

Elaine Goode
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