



Alpha House, 26, Hockerill Court, London Road  
Bishop's Stortford, Herts, CM23 5SB

[www.helennearyosteopath.co.uk](http://www.helennearyosteopath.co.uk)

[hello@helennearyosteopath.co.uk](mailto:hello@helennearyosteopath.co.uk)

01279 293083  
07808 660580



# HELEN NEARY OSTEOPATH

BSc(Hons)Ost  
Registered Osteopath

## Helen Neary Osteopath COVID-19 protocol and consent

Patients will be contacted prior to the appointment to check if they have had symptoms in the past fourteen days: i.e. a temperature, new and persistent cough, change in taste and smell or if they have had contact with anyone with symptoms in the past fourteen days. Patient appointments will be spaced out to avoid overlap with others and they will be asked to arrive on time for appointments, no earlier than five minutes before. This will also allow for thorough cleaning of premises and equipment between patients.

On arrival at the clinic patients will be asked to use hand sanitiser or wash hands with soap and water and don a mask (to be provided if they have not got one of their own). I will be wearing a mask, gloves and apron and may wear goggles for part of the treatment. I will be washing hands and forearms before, and after the treatment and changing aprons and gloves between patients.

There will be a thorough clean-down of surfaces and equipment in the practice before and after each treatment using suitable products to eliminate the virus as far as possible. The treatment room will be aired as well. There will be no linen on the treatment couch, pillowcases are all wipeable. To make the treatment experience more comfortable patients are welcome to bring their own clean towels/ blankets along. Please do not bring other unnecessary items into the practice.

Although a 2m distance is not possible during the treatment, I will be minimising time spent talking face-to-face so, for new patients, I will be taking as much of the case history as possible over the phone. I will ask that you pay by card if possible. As the contactless limit has now increased to £45, most will be able to pay via this method. For new patients or those with longer appointments you could either make two transactions or pay via bank transfer.

**Finally, whilst all suitable safety measures will be taken, the risk of contracting COVID-19 at the practice cannot be eliminated completely especially as it can be shed prior to symptoms showing. I would, therefore, ask that you consider your own vulnerabilities and risks before you attend.**

***I understand that there is a COVID-19 transmission risk as a result of attending for treatment with Helen Neary Osteopath***

***I have had the chance to ask questions and was provided with sufficient information to make an informed decision at this time.***

Signed

date