

Rehabilitation during the COVID-19 Pandemic

I am sure you are aware we are currently in the midst of a pandemic for which the government is still instigating restrictive measures. Please be reassured that this does not have an impact on our ability to provide you with rehabilitation services. We continue to operate with our Covid-Secure practices in place for both our clinics and home visits. Please read on for further information about the steps we are taking to reduce the risk of transmission of coronavirus whilst still being able to help you with your rehabilitation requirements. Access to the full Company Policy is available from the office on request.

Remote Sessions

These are available should you be concerned about seeing a practitioner in person for a face to face session. They are not suitable for every problem so you will need to be assessed for the suitability of this intervention. Both Physiotherapy and Occupational Therapy are available remotely. Please contact the office on 01280 825711 for information and fees for Occupational Therapy or to book in for these sessions. <https://www.horizonphysiotherapy.co.uk/services/remote-rehabilitation/>

Face to Face Sessions

Face to face sessions are often the best way for us to fully assess and address your needs. However, any contact in person carries a risk of transmission of coronavirus. We will discuss with you the risk factors of such a face to face session and the precautions we will take. This will consider any other medical conditions you may have. For each appointment:

- We will ask you to complete some screening questions about your level of exposure to coronavirus and your personal risk factors.
- It is assumed prior to arrival for the session that you and your household are well and have not had any new symptoms of a temperature, cough or loss of taste or smell. Please complete the survey that you will be sent 2 hours before your appointment. Please call to reschedule if you or anyone in household has these symptoms.
- It is assumed that you have not been in recent close contact with a confirmed positive case and you have not been advised to self-isolate. Please call to reschedule if this is the case. **We will not conduct a home visit if any person in the household is symptomatic or self-isolating.**
- Upon arrival for the session, you will be asked these questions again.
- All face to face contact involves the risk of transmission of coronavirus. Transmission and exposure are more likely through touch and aerosol transmission. To reduce this risk, the therapist will wear PPE: Mask, gloves and apron. They may also wear eye protection if circumstances require it.
- **We kindly request that you also wear a face covering unless the intervention or a medical condition precludes this.** These will be available at a charge of 50p if you don't have one with you (added to your invoice)
- Your temperature will be taken with a contactless thermometer
- Your therapist will need to be in close contact with you for some aspects of your intervention
- This close contact may be greater than 15 minutes which increases the risk of transmission.
- Where possible, any other members of the household will be asked to remain in another room
- If we have to reschedule for any reason linked to the above precautions, you will not be charged a cancellation fee.

Session locations

If we have previously seen you at home, then we can continue doing this so long as this does not put others in your household at risk. We may call you to review this if the pandemic status changes. If you were previously seen in clinic and wish to be seen at home, we will conduct a telephone assessment to check this is feasible.

Clinic appointments have restricted availability currently due to the Covid-19 precautions to ensure you come into minimal contact with others in the clinic setting and to allow us to clean between sessions. We are currently only operating out of our Aylesbury, Amersham and Marlow Clinics. Amersham and Marlow are only suitable for clients who are mobile and do not need assistance to use toilet facilities. You will be advised of the specific precautions for clinic appointments when you make an appointment.

Payment

Payment needs to be as contactless as possible. We are using a secure payment system via our online booking site horizon.janeapp.co.uk. Your first session with us must be paid in advance within 48 hours of booking to secure your appointment slot. You will be sent a prompt to pay using your card if you haven't already done this yourself online. The office can also take payment over the phone on 01280 825711. A bank transfer is also acceptable but must be done in the stated timeframes (details sent on request). Our privacy policy is available on the website if you would like more information on how we manage your data.

Booking

Clinic appointments can be booked and managed using our online system horizon.janeapp.co.uk. Home visits are managed directly by your therapist or the office team. Please call 01280 825711 to make or change a booking.

Sharing of personal information

We all have a duty to limit the transmission of coronavirus. As such, we are required to share contact information with NHS Test and Trace of anyone we have been in close contact with should one of our staff develop symptoms and test positive for coronavirus. That will include the contact details of the clients they have seen over the previous 21 days. If you do not consent for your information to be shared as part of the Test and Trace scheme then unfortunately, we are unable to provide you with services at this time.

Continuation of Services

It is anticipated that at some point your therapist may need to self-isolate. We take this requirement very seriously and will alert you as soon as possible if your normal therapist is not available. In most cases, you will be offered another team member to continue your care. It may be necessary to alter the time or date of pre-booked sessions to accommodate everyone in those circumstances.

We hope that the above precautions give you confidence that we are doing everything we can to protect you whilst you receive rehabilitation for your needs.

Karen and the Team