

16<sup>th</sup> July 2020

Dear Client,

### **Rehabilitation during the COVID-19 Pandemic**

Although the transmission rate of Coronavirus is reducing, it remains prevalent within society. This means that we need to take steps to reduce the risk of transmission whilst still being able to help you with your rehabilitation requirements. We are now able to provide all interventions but the way in which we do this may not look the same as before.

### **Remote First**

Everyone seeking rehabilitation will be assessed remotely. For new clients, this will be done as a FREE telephone consultation. Please book in for this by calling the office team on 01280 825711

If we can address your needs without the need to see you in person, you will be offered Remote Rehabilitation. Please see our website for how this works. Please call the office for a summary of fees for Occupational Therapy. <https://www.horizonphysiotherapy.co.uk/services/remote-rehabilitation/>

### **Face to Face Sessions**

Following your Remote Consultation, it may be determined that a face to face session is the most appropriate way to address your needs. We will discuss with you the risk factors of such a session and the precautions we will take:

- It is assumed prior to arrival for the visit that you and your household have not had any new symptoms of a temperature, cough or loss of taste or smell. Please call to reschedule if this is the case.
- Upon arrival, 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.
- 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 resume doing this so long as this does not put others in your household at risk. 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 do not come into contact with others in the clinic setting. We are currently only operating out of our Aylesbury Clinic. We have also added a new clinic location in Amersham but this is 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 so we will invoice you for your session so that you can make a direct bank payment. We can send you a payment link by email or text if you prefer to use your card via an online payment system.

## **Booking**

Everyone seeking rehabilitation or looking to restart their sessions will be assessed remotely. For new clients, this will be done as a FREE telephone consultation. Please book in for this by calling the office team on 01280 825711. For existing clients, please contact your therapist directly by email or phone and they can go through the screening questions with you.

## **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. 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.

We look forward to seeing you again and 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.

Yours Sincerely,

Karen and the Team

Horizon Rehabilitation Ltd