

13<sup>th</sup> October 2020

Dear Client,

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

I am sure you are aware that the number of cases of coronavirus is on the increase. Whilst the announcements on the 12<sup>th</sup> October 2020 have no immediate bearing on the delivery of services in our area, it is a useful opportunity to share with you the steps we are taking to reduce the risk of transmission whilst still being able to help you with your rehabilitation requirements. We are able to provide all interventions but with precautions in place.

### **Remote First**

Everyone seeking rehabilitation will be assessed remotely. 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 and the fees for these services. Occupational Therapy is also available remotely. Please contact the office for information and fees for Occupational Therapy. <https://www.horizonphysiotherapy.co.uk/services/remote-rehabilitation/>

### **Face to Face Sessions**

Following your FREE Telephone 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 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 call to reschedule if this is the case.
- 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. 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. We are currently only operating out of our Aylesbury and Amersham Clinics. Amersham is only suitable for clients who are mobile and do not need assistance to use toilet facilities. Waiting is not permitted inside the clinics. 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.

## 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.

Yours Sincerely,

Karen and the Team

Horizon Rehabilitation Ltd