

# CLIENT INFORMATION: ANDREW SCOTT SHIATSU, PHYSIOTHERAPY & ACUPUNCTURE

## Post Covid-19 Clinics

September 2020

The Covid-19 pandemic has changed how we practice face-to-face and hands-on therapies. There is no avoiding the fact that these increase the risks of virus transmission for both the client and the therapist. For this reason I have had to change the way I work to keep you - and me - safe.

### The main changes are:

New clinic times to allow deep cleaning between clients and to maintain social distancing.

Before I must ask you to complete and sign a Covid-19 Consent Form and a Premises Form.

During I will wear a mask and visor and I must ask you to bring and wear a mask. I also ask you to arrive 'just in time' for your session to minimise waiting time in the entrance area and to provide your own drink / water.

After I ask you to notify me if you develop Covid-19 symptoms within 14 days of your session so that I can notify other clients.

I would prefer payments by online bank transfer but will also take cash and cheques. I do not take card payments.

Cancellation charges are waived - there is no charge if you have to cancel at short notice. If you develop any Covid-19 symptoms before your session, or think you may have been in contact with someone who is infected, I would prefer that you do not attend. Better safe than sorry.

### My clinic

Clinics are held at **THE THERAPY ROOM, 26 HOPE STREET on Tuesday 9am - 8pm and Wednesday 9am - 4pm.** There is **on street parking** nearby and car parks at the Cathedral and Mount Pleasant. Central and Lime Street stations are about 15 minutes walk. The clinic is located on the ground floor but is not wheelchair accessible: access is up 3 stairs from the street, with a further 3 steps inside. I regret I do not normally offer home visits. **My Gateacre clinic is closed.**

### My fees:

Sessions cost **£55 for an hour.** The initial session is an hour and includes the assessment and treatment; 30 minute follow up physiotherapy sessions costing £30 may also be offered. A concessionary fee is available for those on benefits or low incomes. Receipts will be provided on request, normally at the end of a course of treatment.

### What happens during a treatment?

At the first session I will ask you about your health and your Covid-19 exposure. ***I do need to know if you are pregnant or trying to conceive.*** Please bring details of your current medication and your GP's diagnosis or test information.

### Your comfort

You need to wear loose, comfortable clothing such as a track suit, or shorts and a vest. For me to assess and treat leg, arm and shoulder problems you will need to partially undress.

### Privacy policy:

**All our work together and all the information you give me is completely confidential.** I must keep professional notes of our sessions and these notes are stored securely in accordance of the data protection requirements of the ICO. Your personal details and health records will only made available to anybody else with your explicit consent. If I discuss clients in supervision, their anonymity is always preserved. You have the right to request a copy of your records.

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