



## Our End of Lock Down Plan

Here are some (but not all) of the ideas and protocol changes that we are working on to make our clinics more efficient and safe for you after lock down has ended.

1. All patients contacting us for an appointment are triaged by a member of our team over the telephone to establish their status (asymptomatic / symptomatic / self-isolating / living with someone symptomatic or self-isolating / have been in contact with anyone symptomatic).
2. Only people in the asymptomatic category can attend the practice.
3. A second triage is conducted at the practice by a team member.
4. A strict cleaning, sanitation and infection control protocol is adhered to.
5. All team members AT 36 follow government social distancing where possible.
6. Practice layout has been adapted to maintain social distancing between clients and all team members where possible.
7. Our chiropractors are in full PPE and we encourage visiting clients to wear face masks.
8. If you do not have an appointment booked into the diary you will be turned away.
9. A one way system will be clearly marked out and followed.
10. A 'OneStop System' will be enforced at front desk (more details to follow).
11. You will be encouraged to make bookings in advance over the phone or through an online booking system we are researching.
12. You will be encouraged to pay for care over the phone or through our website facility which we are currently researching.
13. We will be adapting our clinic schedule.
14. We will be adapting our staff rotas.
15. We will be open longer hours each week to ensure social distancing regulations are adhered to.
16. We are looking into running private consultations online with our Chiropractors during your care plan to ensure less contact time face to face.
17. We will be compiling a series of short video clips that will be sent out to you giving ongoing advice and support at critical times throughout your care plan.
18. All groups classes are cancelled and the first part of your Report of Findings will be sent to you in a video link format.

Thank you for your patience with us, we look forward to welcoming you back.

Kind regards,

Ben Mathew

Izzy Mathew

A handwritten signature in black ink, appearing to be 'B Mathew'.

A handwritten signature in black ink, appearing to be 'I Mathew'.

