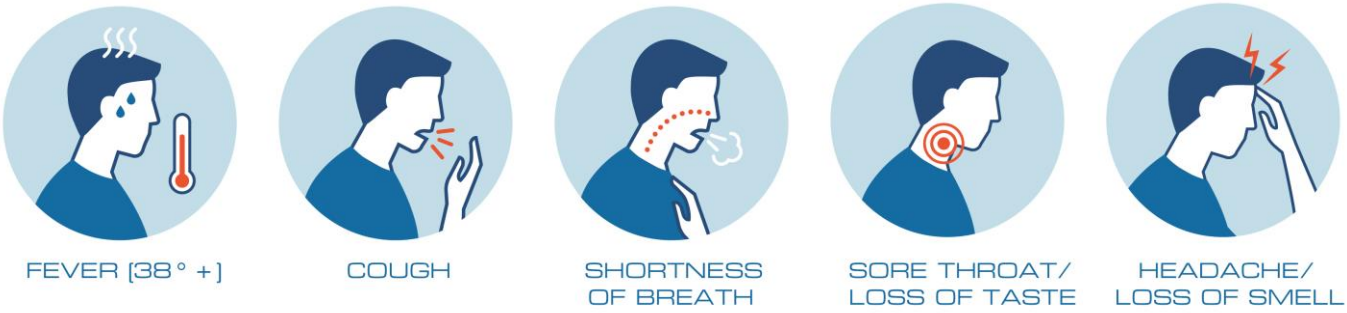
COVID-19 Coronavirus

JUST4 Physiotherapy
is now PROVIDING LIMITED APPOINTMENTS

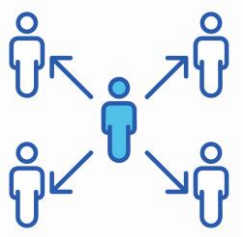
PLEASE FAMILIARISE YOURSELF WITH THE ARRANGEMENTS WE HAVE IN PLACE TO KEEP YOU, CLINIC STAFF & OTHERS AT STRATHLEVEN HOUSE SAFE!

PRIOR TO YOUR ARRIVAL (if you have ANY of the following symptoms)...



PLEASE CALL/TEXT JUST4 PHYSIOTHERAPY ON 07736 469 165 TO CANCEL!!

UPON ARRIVAL (EACH TIME YOU ATTEND THE CLINIC)



To assist with social distancing measures in place at Strathleven House, please call your Physiotherapist **from the CAR PARK** upon your arrival – you will be informed if it is safe for you to enter. **PLEASE DO NOT ENTER STRATHLEVEN HOUSE UNTIL INSTRUCTED TO DO SO BY YOUR PHYSIOTHERAPIST.**

A **HAND SANITISER STATION** is located outside the main entrance to Strathleven House. We require ALL visitors to use this station prior to entering the building. You will be asked to sign-in using the Visitor's Book – this is a requirement for Fire Safety. A pen (which is sanitised after each individual use) is provided however, you are welcome to use your own pen, if you wish.

TEMPERATURE TESTING

You will be required to consent to have your temperature taken at Reception, by your Physiotherapist, prior to proceeding to the clinic room. If your temperature is 38°C or above, you will be asked to leave the premises and instructed to follow current Govt. guidance regarding COVID-19, without completing your Physio appointment.

DURING FACE-TO-FACE CONSULTATION

It is not a legal requirement, under current Chartered Society of Physiotherapy (CSP) COVID-19 guidance that you (the patient) wear a face mask during face-to-face consultations. However, if you / your Physiotherapist would feel more comfortable that you did so, please wear a face mask. Single-use (disposable) face masks are available in clinic.

Your Physiotherapist will be wearing full Personal Protective Equipment (PPE) including: scrubs, face shield, disposable face mask, apron and gloves. All single-use items worn by your Physiotherapist will be safely disposed of at the end of each consultation, and fresh items donned prior to the start of the following consultation.

A hand sanitiser station is provided within the clinic room which, you are invited to use as often as you wish/as directed by your Physiotherapist.

The clinic room has been fully sanitised prior to re-opening after lockdown and all surfaces/equipment used during patient contacts will be cleaned/sanitised between each consultation. Any soft materials used (e.g. towels, couch/pillow covers) will either be disposable or replaced after each consultation.

If you need to use the toilet facilities during your visit to JUST4 Physiotherapy, Strathleven House have designated the disabled toilet on the Ground Floor (same level as Reception), next to the lift, as a Public & SHBT Staff ONLY toilet. This is the only toilet you will be allowed to use during your visit. We would ask that you sanitise your hands before use and use the sink within, to wash your hands with soap, for at least 20 seconds, after use. SHBT staff will sanitise the toilet after each use.

PAYMENT

JUST4 Physiotherapy would prefer NOT TO ACCEPT CASH payments at present. You can pay by card, using our card machine which, will require a PIN number – the payment machine will be sanitised between each use. Contactless payments are NOT AVAILABLE. You can also pay via BANK TRANSFER (at least 2 hours before your appointment). Details are overleaf:

Bank: Bank of Scotland
Account Name: JUST4 Physiotherapy
Account Number: 14322664
Sort Code: 80-22-60

CONTACT TRACING DATA

As part of your normal attendance at JUST4 Physiotherapy, certain personal data is usually collected (e.g. name, contact details, time of arrival). The information required for COVID-19 contact tracing is no different, but you should be aware that your information may be used for this purpose, should it be necessary. As always, your information will not be used for any other purpose, it will be carefully stored and erased in line with government guidance within the applicable timeframe.

Thank you for your support and co-operation during these difficult times,

Shona McNab.

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