

COVID-19 Communicating with Patients Policy

Osteopathy & Well Being @CT6 Communicating with Patients Policy	
Publishing updated clinic policy	Updated clinic policies will be available to patients and provide positive and reassuring communications via the following routes: <ul style="list-style-type: none"> • Via patient database mail drop • Relevant links provided as part of appointment confirmation emails • Available on the website • Available on request via post or email • Updated on clinics social media pages
Information on how you have adapted practice to mitigate risk	The following steps have been taken to share information on how clinic practices have been adapted: <ul style="list-style-type: none"> • Updating of website and via our social media accounts • Email to our patient base
Pre-appointment screening calls	Pre-screening or triage calls will be as follows: <ul style="list-style-type: none"> • For all osteopathic appointments, an osteopath will facilitate the pre-screening call, following the clinic pre-screening algorithm which will cover excluding use of remote consultation, determining patient risk for COVID-19, establishing clinical reasoning for a face to face consultation and seeking patient consent to attend face to face consultation. • For all new osteopathic patients, the treating osteopath will facilitate a telephone call at least 24 hours before the scheduled appointment in order to take the patient history over the telephone, in order to reduce the need for additional time in the clinic during the face to face consultation.
Information for patients displayed in the clinic	The following information posters have been installed within the clinic: <ul style="list-style-type: none"> • A door notice advising anyone with symptoms or suspected contact with COVID-19 not to enter the clinic and to telephone to reschedule their appointment. • Wall mounted and wipe able notices and signs relating to important public health measures in respect of COVID-19, such as hand washing, hand sanitising stations and social distancing. • Health and Safety contact details for patients. • Public Health information detailing measures in place to promote staff and patient safety

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