

Measures to make the clinic Covid-19 secure

Before Your Appointment at the Clinic

We will contact you before your appointment to discuss your treatment needs and complete a risk assessment (*Risk Assessment Questionnaire [click to view/download](#)*). This will minimise face to face contact time in the clinic room and will be done by either email, telephone or video/what's app. This procedure will be the same for regular patients as well as new patients.

We will also require you to sign a consent form on arrival (*Patient Consent Form - please download from acupuncturenorthdevon.co.uk*).

Arrival at the Clinic

We request that you stay in your car, or outside, until your exact appointment time. The nearest car park is Belle Meadow. Please observe social distancing whilst in the Clinic, especially if you need to use the area near the toilets or if making appointments after your treatment.

On entry to the Clinic please sanitise your hands immediately.

Phones, please don't touch your phone again as they can be a source of re-infection.

We will provide you with a face masks (medical grade fluid resistant) (*[How to put on/take off a face mask click to view/download](#)*). Whilst you are in the clinic, please keep your mask on at all times and please refrain from touching it or your face.

Only Patients are allowed to enter the Clinic and please do not bring in shopping bags etc. If you do require a carer, please speak to Marilyn or Heidi prior to your treatment.

Treatment Room

Please refrain from touching anything, we will open the door for you.

Please wash up to your elbows once in the treatment room (*see [below to view/download – how to wash hands](#)*).

We are unable currently to provide any modesty covering or blankets for you during your treatment, you are welcome to bring in freshly laundered coverings of your choice in a bag.

There will be a disinfected plastic container for you to put your shoes and clothes into.

Except for pulse taking and acupuncture procedures we will maintain social distancing at all times whenever possible or leave the room entirely.

Keeping You Safe

We will be wearing face masks (medical grade fluid resistant) at all times and may be wearing face visors if working close to your face. We will wash our hands, as always, prior to any physical contact with you and again immediately after. The couch will only have paper towels on and we will be using washable pillows. Additional time will be left between patients in order for the treatment room to be disinfected and left to air.

Payment/Making Appointments

You can make appointments at the desk after your treatment. Currently please leave an envelope with Marilyn or Heidi with your name and the amount paid written on it. If this is not suitable please pay in advance by BACS.

Charges

We have not increased our Acupuncture Treatment prices since 2016, our charges will from 1st July 2020 be:

Initial Treatment £55

Subsequent Treatments £45

We are currently trying to absorb the additional costs of providing treatment within this budget ourselves. However, we are finding that the viability of carrying out our work is being seriously challenged. Therefore, with the extra unexpected cost involved in providing treatment within the Clinic as a whole, we may in the future, have to share the burden between ourselves, the Clinic and yourselves, the patients and impose a Covid surcharge. This does not sit comfortably with us knowing how financially hard hit some of you may be.

If you have any questions or concerns, please feel free to contact us at: contact@acupuncturenorthdevon.co.uk or clinic reception 01271 375579

Please familiarise yourself with the following, (click to view/download):

[Patient Consent Form - please download](#)

[Risk Assessment Questionnaire](#)

Other useful links:

[Test And Trace](#)

[Respiratory And Cough Hygiene](#)

[How To Hand Wash](#)

[Video - How To Hand Wash](#)

[How To Hand Rub \(Alcohol Hand Rub\)](#)

[*How to put on/take off a face mask click to view/download*](#)

[NHS 111 online - Check Your Symptoms](#) - NHS 111 has an online coronavirus service, running alongside its standard online service, which can provide advice to patients with an urgent health concern. Patients with possible Covid-19 are directed to NHS 111 online for health advice in the first instance. The NHS 111 telephone service should be used only when online access is not possible.

[NHS Covid-19 General Information](#)

[GOV.UK - Covid-19](#)

[GOV.UK Guidance on NHS Test And Trace](#)