



## What to expect at your appointment at Howe Osteopaths

You can book an appointment by phone or by email.

We will have a pre-screening phone call (this aims to limit the time we spend in the face-to-face appointment to minimise risk):

- For new patients, we will go through your symptoms, medical history and screen for COVID-19 symptoms/risk
- For treatments, we will have a catch up, discussion of your symptoms and screen for COVID-19 symptoms/risk
- We will ask if you are bringing a chaperone to your appointment, because we will need to book a COVID-19 pre-screening call with them prior to the appointment

For your appointment, please wait in your car or in the car park until your appointment time. Please bring minimal belongings to reduce cleaning in the treatment room.

Everyone who visits Howe Osteopaths is required to wear a face covering (surgical IIR mask provided by us) for the duration of their session. We will discuss this during your screening call to answer any questions.

At your appointment time, we will call you to the door and take your temperature. Unfortunately, if your temperature is 38°C or above, we won't be able to treat you (you will be advised to self-isolate and follow NHS advice).

Rest assured, we will be wearing full PPE that is changed between patients and taking our temperatures daily.

On entering the clinic, please wash your hands for 20 seconds with soap and water or use the hand sanitiser provided. We will sit at least 2m apart for the discussion part of your appointment before progressing on to assessment and treatment.

At the end of your appointment, our receptionist will take payment by contactless card. Hand sanitiser is available for you to use before leaving the practice.

After you have left, we will thoroughly clean all surfaces and items used. We will change PPE before the next patient and air the room. All soft furnishings and unnecessary items have been removed from the treatment room. All linen is single-use for each patient and washed afterwards.

We've made these changes so you still receive the best care possible, in the safest way for us all. We hope this answers any questions you may have, but please let us know if you would like to discuss any questions or concerns:

01508 558373  
info@howeosteopaths.co.uk

We look forward to helping you in this new normal.

Take care,  
Clare, Tina, Zoë and Alison