



INFORMATION FOR REASSURING AND EDUCATING PATIENTS DURING COVID-19



Please read this:

Please ensure you take the time to read and understand any and all written information sent to you in advance of your appointment. Staff reserve the right to deny entry to the clinic or ask you to leave if safety, theirs, or yours, is compromised in any way.

We are delighted to be able to offer a service again, but in order to ensure we provide a safe environment and a safe treatment whilst the population remains at risk from this virus we will be taking the following steps. These represent huge compromises for both us and you, but hopefully you can see the logic and are reassured somewhat by the new measures we are taking to in order to provide your treatment as safely as possible.

It is important to keep in mind, there are no known means to absolutely guarantee zero risk of transmission.

Please do not hesitate to cancel your appointment if:

- you don't feel well
- any of your family members have symptoms
- anyone you have been in contact with has been diagnosed with Covid-19.
- you are anxious and don't feel safe to come.

If you have ANY symptoms at all, that are not normal for you, give us a call/ email and we will advise. Don't just come along and ask us when you get here.

To keep contact time to a minimum, and to minimise the risk of transmission we will do the following;

Both new and familiar clients will be offered remote consultations via our secure telemedicine link to discuss your treatment and answer any questions. We will also follow up in the same way. Please advise us if you have any privacy or confidentiality concerns.

We have made the most frequently used documents available to you on a secure online portal, and will be setting you up with patient access as you make future appointments. We will send access details and updates to you via email.

Please add info@reverse-time.com to your contacts/ safe sender list so that our pre-appointment paperwork does not land up in your junk folder. By doing as much as possible remotely, we can dedicate more of the time you spend in clinic to your direct patient treatments.

If possible, please wear a face covering to your appointment. We will use see through visors as well, in order to help communication. We will understand if you have difficulties in wearing face coverings or have hearing impairment – just tell us.

Please do not wear any make-up to your appointment, it takes time to remove it and requires avoidable close contact.

Please arrive on time. We are managing appointments very tightly to ensure only a minimal number of patients in the clinic at a time.

Please come alone, we will have no waiting facilities either for early arrivals or friends and family members.

You will be met with a warm smile, but sadly, usual friendly greetings such as hand-shakes or hugs will be avoided.

Please bring as little with you as possible, just essential items, leave unnecessary bags, coats etc at home or in your car. Staff reserve the right to ask you to return unnecessary items to your car.

If you think you will need a drink, please bring your own bottle of water. We think this will be safer for you and our staff.

You can come into the waiting area where we will seat you, offer hand gel/ hand washing facilities, and take your temperature. You will then be escorted to the treatment room. We will ask that you keep hands in your pockets or folded to avoid touching any surfaces. Doors will be opened and closed for you.

Your practitioner will have prepared the room, including disinfecting any surfaces before your arrival. They will be wearing the relevant PPE (non-aerosol) before making any contact with you.

Conversation is difficult whilst wearing a mask, so please understand we will not be as chatty as usual. We also need to keep contact time to a minimum, so whilst we won't rush your treatment, we will endeavour to be as efficient as possible.

If we need a signature from you, you will be sent the documents to read in advance (please make sure you read them). Please bring your own pen.

We are taking every available measure to manage risk to both our staff and patients. However, read the consent form very carefully, and be sure you are satisfied you understand and accept the risks and terms described. It is possible a further lock-down will be imposed and should that happen whilst we will, of course, look after you, we will be unable to see you and any assessment, management and support can only be provided by telephone or video call, remotely.

Corrective procedures will be delayed until lockdown is released. If this risk is unacceptable you should not proceed with any treatment.

No refunds or financial compensation can be offered for circumstances beyond our control. By booking a treatment you are accepting these risks and terms.

If you have any further questions don't hesitate to call and ask us.

Following your appointment, you will be contacted again to follow up as advised by your practitioner and as agreed with you.