

2020 COVID ADVICE FOR PATIENTS

We want to reassure you that we've taken extra steps and have put a detailed plan together to keep you distanced and safe during your visits to us.

1. We are open and here to help you!

Physical services available now include Chiropractic and Acupuncture.

Massage and Sports therapy will resume in Phase 3.

All other services including cognitive behavioural therapy, counselling, personal training, and all of your 20 different exercise classes are being successfully delivered right now virtually.

You can easily access all virtual on-demand and live classes including yoga, pilates, weight training, HIIT, Back strengthening courses and meditation with this link - <https://www.riversidechiropractic.co.uk/studio.php>

So please check it out as they are absolutely excellent.

2. If you are shielding then we can speak to you on virtual video consultation - its really easy to use and our patients love the options.

3. All of our patients are COVID screened before their appointments to confirm that they are well and symptom free. They have to sign an on-line COVID pre-screen form before entering our premises.

4. All patients must comply with our safety and hygiene regulations and sign a COVID consent waiver before treatment.

5. We ask all patients to wash hands thoroughly when they arrive and before they leave.

We have hand sanitiser for you to use when you enter and leave the building in the vestibule.

NHS STAFF? We are giving you permanently reduced rates - we will take care of YOU during this crisis.

6. Hygiene is always paramount and we're doing everything possible to enable you to attend our clinic in a clean and disinfected setting. Our practice uses 75% alcohol & antibacterial wipes for all surfaces and benches, touch free hand gel, sanitisers, and medical grade UV room sterilisers. These are used between each person pre-and post-treatment.

7. Our practitioners all wear masks and scrubs and gloves and have aprons. We do not make patient mask use mandatory but please feel free to wear one during your visit as currently the Scottish government recommends them when you are out and about.

8. Please arrive punctually at your scheduled appointment time (not earlier or later) to ensure we have no-one waiting in the reception areas and to allow for social distancing.

9. Short waits and mildly reduced treatment times decrease the risk of transmission. If in doubt wait in your car until the last person has left and we can come to get you.

10. We have multiple rooms available and multiple entrances and exits so we can easily keep you all apart. **Please know your entrance point** when visiting the Aberdeen office. We want to keep everyone safely distanced.

Here is a map of where to enter and exit in the largest clinic our Aberdeen clinic.

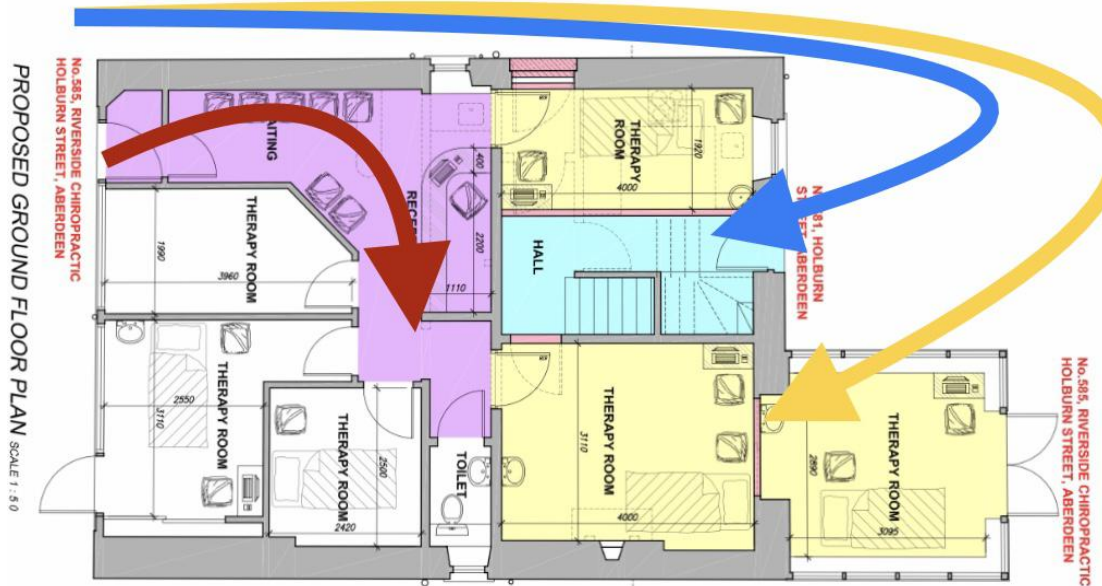
If you are seeing Dr Emerson - enter through the **front door**.

If you are seeing Dr Noble - enter through the **front door**.

If you are seeing Dr Leach - enter through the **back conservatory door**.

If you are seeing Rachael (acupuncture) - enter through the **back door**.

If you are seeing Esther (acupuncture) - enter through the **back door**.



11. We have adapted our reception opening hours and so have reduced the number of people able to book in per hour to enhance social distancing.

12. If you are symptomatic, do NOT come to see us. Call 111 or stay isolated for at least 10 days. We reserve the right to refuse entry to anyone with a consistent cough/ raised temperature.

13. We consider the health care service we provide as essential to the community. We plan on continuing to provide care to all. Hospitals are no longer offering non urgent surgeries or steroid injections for chronic pain, but don't worry we have an EMS shockwave machine which is amazing for relief of chronic pain!

14. Remember we have already set up Video consultations for anyone who is housebound or worried about coming out – we are here to help you too. The video chat option has been a welcome help for many in isolation. We have been getting amazing results. This is a service we will continue to offer permanently.

We thank you for also supporting your local community healthcare centre. Remember to take care of each other!

Yours in health -All of your team at Riverside Chiropractic Group