

# NEW PLYMOUTH PHYSIOTHERAPY



For Every Body that Moves

## COVID-19 LEVEL 2 GUIDELINES FOR NEW PLYMOUTH PHYSIOTHERAPY PATIENTS

LEVEL 2: MAY 2020 (this is a living document and will be updated as information from the Ministry of Health (MOH) is released)

### MEASURES WE WILL TAKE TO ENSURE STANDARDS ARE UPHELD

- You will be screened for COVID-19 signs or symptoms prior to being offered a consultation in the clinic.
- If it is deemed appropriate for you to be seen face-to-face, reception staff will send you a consent form to be complete electronically and returned via email prior to your appointment. If this is unable to be completed then your consent form and ACC form will be completed on arrival to the clinic by reception staff or by your treating physiotherapist. You will then view the form and if you are happy with the details you will be asked to sign the form with a disinfected pen.
- If you require a support person to attend your appointment, please discuss this with the receptionist and with the treating physiotherapist prior to attending.
- If a support person does attend the appointment it is requirement for contact tracing purposes that they supply their name, phone number and address.
- When attending physiotherapy, arrive in the car park, come in through the front door and please use the provided hand sanitiser before you enter the clinic.
- Please then come into the waiting room and take a seat. There will be no magazines or water available during your visit.
- If you wish to wear PPE we have masks and gloves available for your use. Please feel free to bring your own.
- Physiotherapist are not required to wear PPE unless treating vulnerable patients.
- During level 2 the toilet will not be accessible to the public. We apologise for any inconvenience this may cause, however it is a requirement.
- Rooms will not be shared by physiotherapists. Each physiotherapist will have a designated room.
- We are keeping numbers down by ensuring there is only 3 physiotherapists rostered to be at the Powderham Street clinic at any one time. We have staggered the appointment times to also minimise numbers in the clinic.
- All surfaces will be cleaned and disinfected before and after every consultation

- We will follow all hand and hygiene practices (see below)
- Cough or sneeze into your elbow or by covering your mouth and nose with tissues
- Put used tissues in the bin or a bag immediately
- Wash your hands with soap and water often (for at least 20 seconds)
- Avoid close contact with people who are unwell
- Don't touch your eyes, nose or mouth if your hands are not clean
- Clean surfaces regularly such as touch screens, plinths, door handles, EFTPOS machines
- Once you have finished your treatment, you will be directed back to the waiting area for your payment to be processed. We will have gloves available for you to use while handling the EFTPOS machine and the machine will be wiped down with an alcohol wipe between each use.
- On departure we ask that you sanitise your hands at the station by the door.

Please be assured that we are taking every precaution necessary to ensure we keep our staff and patients safe during this transition. If you have any concerns about our practice or protocols please do not hesitate to contact me directly [lydia.radich@npphysio.co.nz](mailto:lydia.radich@npphysio.co.nz).

Thank you

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