

## **Chiropractic Clinic Visitors Guide**

### **Updated: 7<sup>th</sup> July 2020**

*Due to Covid-19 we have updated some of the sections within this visitors guide, to include new safety measures to protect our patients, students and our staff.*

### **What you can expect when attending for an appointment:**

- You will be asked to wait in your car on arrival where you will be collected from a dedicated parking bay
- You will be advised of the importance of being on time and not arriving early or late
- You will be asked not to bring family or friends to appointments unless required as a chaperone or carer
- You will be asked to leave personal belongings (e.g. coats, handbags, jewellery etc) in your car or at home.
- You will have your temperature taken using a thermometer before entering the building
- You will be asked to verbally complete a questionnaire
- You will be asked to wear your own mask, or purchase one from us for £1.
- Clinicians will be wearing Personal Protective Equipment (PPE) (scrubs, aprons, mask, gloves, face visors)
- We will be accepting pre-payment or contactless payments only – no cash payments
- Our toilet facilities will be closed except for in the case of an emergency – please ensure that you use the facilities before you leave for your appointment

### **What can I expect on my first visit?**

During your first appointment we will perform focused examination which includes a general health check, for example, taking your blood pressure. This first appointment can take up to two hours. Generally, we do not treat patients on their first visit but will be able to book you in to begin your treatment plan at this time.

### **What next?**

If you are worried about your issue recurring and would like to work towards strengthening muscles and joints or increasing flexibility and range of movement then structured exercises can be provided for your specific needs and ability.

### **Can I bring a relative / friend?**

For safety measures we would prefer if you came on your own, but if this is not possible then yes, you may be accompanied by a friend, family member or carer. Please let us know so we can make the necessary steps.

### **Do you have parking?**

Please note the clinic has its own car park with designated disabled parking for those with limited mobility.

**Update:** *You will be asked to wait in your car on arrival where you will be collected from a dedicated parking bay.*

### **What happens when I arrive?**

If you have any special requirements, such as wheelchair or need a ground floor room please let us know before you arrive. We will do our utmost to support your requests.

### **Do you have toilets and baby changing facilities?**

Amid Covid-19 our toilets, disabled toilet and baby changing facilities will be closed except for in the case of an emergency – please ensure that you use the facilities before you leave for your appointment

### **Who will see me?**

You will be seen by your intern (student chiropractor) who is supported and supervised by a clinical tutor (qualified chiropractor). During the appointment your intern will ask you questions about your general health and lifestyle.

### **How long will my first appointment take?**

Please allow 2hrs for your first appointment, to give us plenty of time to make sure we have all the information we need to be able to provide you with the best possible care.

### **If I have any other questions or concerns?**

If you would like further information about the AECC University College Chiropractic Clinic, please ring us on 01202 436 222.

Our phone lines and telephone consultancy service is open Monday – Friday from 9am to 3pm.