

COVID-19 Measures at Galway Osteopathy

As you will all understand, new practices and procedures need to be put into place at Galway Osteopathy to prevent the spread of COVID-19.

In order to ensure the clinic is following the highest infection control measures I have completed the HSE '**COVID-19 Infection Prevention and Control Guidance course**'. I am also closely following updates from the Health Service Executive (HSE), Health Prevention Surveillance Centre (HPSC) and World Health Organisation (WHO).

I would like to reassure you all that while things will be a little different than usual, your safety and well-being is, as always, my top priority. You will continue to receive the same level of care that you are used to here at Galway Osteopathy.

I appreciate that you may have further questions, so please do not hesitate to contact me on 091 373 200 to discuss.

I'm looking forward to welcoming you all back to Galway Osteopathy soon!

Audrey

Updated Hygiene Procedures:

- Two hand sanitiser dispensers have been installed at the clinic (one at the entrance and one inside the treatment room).
- There will be a minimum of 15 minutes between patients to ensure you will only see me at the clinic and to allow time for cleaning.
- The treatment room will be thoroughly disinfected between each patient (this includes cleaning of the treatment table, pillow, chair, desk, light switches, door handles and frames, card machine, and any other surfaces that have been contacted either by the patient or myself).
- Personal Protective Equipment (PPE) will be worn by myself and the patient (see details below).
- The waiting area will be closed.
- Non-essential furniture and objects have been removed from the treatment room, including toys and books.
- A paper towel dispenser has been fitted in the bathroom to dry hands.

Before your appointment:

- You will need to fill in the Pre-Appointment COVID-19 Questionnaire before attending each appointment (this will be attached to your appointment reminder email and text the day before your appointment).
- If you develop any symptoms listed on the questionnaire after completing it, please call Audrey on 091 373 200.
- Please come alone to your appointment, unless you specifically need a chaperone or translator etc.
- In the case of babies/children, I would ask only one parent to attend the appointment.
- For new patients, I will arrange a telehealth call to take the case history and limit your time at the clinic.

When you arrive:

- Please arrive at your appointment time and wait in your car until called.
- The waiting room will not be able to be used (this includes to feed babies before or after treatment, however as usual, you can feed/change your baby as necessary during a treatment).
- You will be asked to sanitise your hands on entering the clinic.
- You will be given a face mask to wear.
- You will go straight into the treatment room on arrival.
- The bathroom, of course, is still accessible (which will also be disinfected after each patient use).

During your treatment:

- My hands will be sanitised at the beginning and end of each treatment, and between each patient (as usual).
- I will be wearing gloves and a facemask.
- I will not be wearing rings or other jewellery, any clothing covering below my elbows, my nails will be short, and without nail varnish.
- There will be no fabric cover on the treatment table.
- Disposable couch roll will be used to cover the treatment table (as usual).
- A medical wipeable clean pillow and disposable pillow cases will be present on the treatment table.

After your treatment:

- Card payments are preferred at present, but cash will still be accepted if necessary.
- You will be asked to sanitise your hands again on leaving the clinic.
- The treatment room and surfaces will be disinfected (see details above), ready for the next patient.
- Couch roll and disposable pillow cases will be changed after each patient.
- Personal Protective Equipment (PPE), couch roll and pillow cases will be disposed of (according to HSE and HPSC guidelines) after each patient.