

INFORMATION FOR CLIENTS REGARDING THE REOPENING OF EH SPORTS THERAPY

Sports Therapists are now able to return to work but there will be some changes in how your appointment will proceed to continue to prevent the spread of infection. Here are some of the changes that have been put in place:

1. If you are experiencing any Covid-19 symptoms, please postpone or cancel your appointment. You can do this online via the link in your booking confirmation e-mail or by contacting me directly. There will be no cancellation fee during this time.
2. You will be asked to complete a Covid-19 screening form prior to your appointment. This will be attached to your booking confirmation e-mail & can be completed & returned via the booking system. If you do not have access to e-mail, I will contact you by telephone to go through the form & will be asked to sign a printed copy on arrival for your appointment.
3. If you are considered a high-risk client, it may not be possible to see you at this time but feel free to discuss this with me.
4. If you are a new client of EH Sports Therapy, you will be sent an Initial Consultation Form to be completed prior to your appointment. This will be attached to your booking confirmation e-mail. If you do not have access to e-mail, I will contact you by telephone to go through the form instead.
5. Please wear a facemask to your appointment. If you are lying on your front during your treatment, you will be able to remove it.
6. Please wear comfortable clothing that is easy to remove & avoid wearing jewellery.
7. Please remain in your car outside until I open the front door or telephone you to say that I am ready for your appointment.
8. I will open the front door & step back allowing you to enter. Please remove your shoes & coat & place them inside the plastic box in front of the door. Hand sanitiser will be on the bookcase to clean your hands before heading up to the treatment room. Once directed to the room I will close the front door behind you. If possible do not use the handrails on the stairs unless you need to for mobility purposes.
9. The treatment room door will be open for you to enter along with the bathroom door (next to the treatment room) should you need to wash your hands with soap & water rather than using the alcohol hand sanitiser.
10. There will be a plastic box in the treatment room for you to put your clothes & any handbags in during your appointment. All soft furnishings have been removed.

11. The clinic room will have been thoroughly disinfected prior to your arrival & all couch roll replaced for each client. Fabric couch covers & towels will not be used during the pandemic.
12. I will be wearing Personal Protective Equipment (PPE) which includes a mask, gloves & apron. I will don a visor for the hands-on part of your appointment (this is subject to change as more guidelines become available).
13. When the session is over please try not to touch anything as you leave. Please keep your mask on until you exit the premises.
14. Once available please register for the Track & Trace app to maintain our safety.
15. Payment can be made prior to the appointment via the booking system (only if you book online), by bank transfer or by contactless card payment after your session.
16. Appointments will be spaced further apart than normal to enable disinfection of the practice space, treatment room, equipment & other facilities.
17. Please note that the following appointment options will be available for the time being:
 - 30 minute sports massage (initial) – please book if a new client
 - 30 minute sports massage (follow up) – please book if you have seen me before
 - 45 minute sports massage (initial) – as above
 - 45 minute sports massage (follow up) – as above
 - Sports Therapy Initial Consultation (45 minutes)
 - Sports Therapy Follow Up (30 minutes)

Please ensure that you book for the correct appointment so that the relevant forms can be emailed to you.

Any questions please do not hesitate to contact me via telephone on 07787 563775 or email emma@ehsportstherapy.com.