

### Information Sheet for Patients

Bow House Physiotherapy adheres to regulatory rules for healthcare professionals with everyone's health and safety in mind.

We maintain high levels of cleanliness and sanitation and recommend that you use the hand sanitising on entering the building.

This Sheet sets out how a consultation you have with Bow House Physiotherapy will be managed and we ask you to follow the advice given which will minimise the risk of spreading viral infections.

#### Consultations at Bow House Physiotherapy

If you are unwell please let us know as soon as possible and we will be happy to reschedule your appointment.

If you are unable to attend your appointment for any other reason, we do ask for 24 hours' notice so that we have time to fill the slot with someone on our waiting list. Otherwise, we reserve the right to charge a cancellation fee, as stated on our Consent to Treatment form.

You will receive an appointment reminder by email or telephone call a day or two before your appointment.

#### On arrival

Please ring the bell which will be answered by telecom.

Please wear comfortable clothing as you may need to remove any articles of clothing necessary for your Physio to examine and treat you.

You may be given an exercise programme which is structured to help you achieve your goal and which we recommend you follow.

Your Treatment Room will be wiped down between each visit and ventilated.

Thank you for your co-operation.

The Bow House Team