

A Message from Kay and Steve

Hello McTimoney client,

First of all, how are you? I do hope you have been well during this worldwide crisis.

It's been 16 weeks since we closed our doors at the clinics, and unfortunately, we have all had to find a new way of living apart from friends, family and neighbours. We do hope you were able to keep in contact with the "new ways" of communicating and were able to support yourselves as well as your extended families.

While this has been going on our Chiropractic Associations have been working tirelessly to find a way for us to return to work safely.

Regrettably, the "new life" has determined that we will need to make some significant changes. Initially, not everyone will be able to come in for treatment as those still in the "at risk or shielding" groups will have to stay safe for a while longer, unless, if in an emergency, they have specific permission from their GP that they are able to attend a Chiropractic appointment.

COVID symptoms: We are unfortunately unable to treat people who have symptoms of COVID. If you fall into this category, please telephone us on the numbers below and we will do our best to help you over the phone.

Over 70s: However, great news! We have been informed that Chiropractors over 70 who are fit and well are able to work and we are also able to treat people over 70 who are also fit and well.

Client Information and Consent form: There is a Client Information and Consent form. Please download this from the website (www.highlandsandorkneychiropractors.co.uk) and bring it to your appointment, together with the Health Screening form below.

Pre-appointment Health Screening: There will be health screening for everyone. This is in the form of a questionnaire, which can be found on the website. We ask you kindly to download the form, fill out the appropriate areas and bring this with you to your appointment for signing.

If you are unable to download and print these documents off, please contact **020 8202 9747 for Hendon, Keith & Inverness** and **01856 875433 for Orkney** so that we can do this with you over the phone or email the form to you.

Signing your Health Screening and Client Information & Consent form: You will need to sign these documents at your appointment with your Chiropractor and they will be kept on your file. The Chiropractor will need to refer to these documents on all future and subsequent appointments.

PPE for clients and Chiropractors: The wearing of PPE for both of us is expected too. The Chiropractor will be wearing the necessary PPE and you will be required to wear a mask for the duration of your appointment. This is purely a safety measure for yourself and others.

Appointment timings: Our appointments will be timed so that you are the only one in the clinic at any time. We would respectfully ask that you attend on time so that the clinic can run smoothly and safely. This is in respect of social distancing and we will do our best to adhere to the necessary requirements.

Clothing: All clients will be treated in clothing. Please wear soft comfortable clothing, allowing for movement, eg t-shirts, loose trousers, gym wear.

When you arrive for your appointment: Your temperature will be taken upon arrival and this will be recorded and kept on your file.

Hand sanitisers and clinic hygiene: There will be hand sanitisers just inside the clinics, we would be pleased if you could use this as you enter. The seating areas will be cleaned constantly, as will the bathroom. Again, we ask you to be aware of this whole situation and take care to keep our clinics clean for yourself and others.

Payments: Payments can be made by online payment (BACS), by debit or credit card.

Cancellations: In the case of you having to cancel, normally we require 24 hours' notice, however in the event that you may have to cancel your appointment at short notice due to any of the suspect symptoms, we will truly understand and there will not be a charge for this sudden cancellation.

Finally, in this unfortunate and extraordinary time, both of us would just like to say, "take good care of yourself and we look forward to hearing from you". We are always here to help.

Sincerely,

Kay McCarroll and Steve Yang