Welsh Institute of Chiropractic (WIOC)

Re-opening of the Chiropractic Clinic

* New patients will be screened by telephone shortly after booking an appointment, this is to identify anyone who may be at an increased risk of receiving face to face care.
* Most new patients will undertake their initial assessment, case history examination online, to prevent them having to attend the clinic in person.
* New patients who are extremely vulnerable will be given a diagnosis and offered self-management help and advice online, this may include simple exercise plans. Where necessary patients may be referred for further investigation such as imaging, sign-posted to another healthcare provider or referred to their GP.
* New patients who are deemed to be appropriate to receive chiropractic care will be offered an appointment for the next available time and will attend the clinic in person for a physical examination.
* At each appointment, patients will be triaged for Covid-19 symptoms using a specific screening questionnaire and will be asked for consent to have their temperature taken prior to entering the clinic. For patients arriving by car they will be asked to call the clinic reception on 01443 483555 on arrival. Each parking bay has been numbered and they will need to notify the receptionist of this number. One of our student clinicians, wearing full PPE (a face mask, visor, scrubs, apron and gloves) will triage the patient whilst they remain seated in their vehicle prior to escorting them into the clinic. For patients arriving on foot, they will enter the foyer of the clinic to the left of the building, where they will be advised to call the clinic reception and wait to be triaged, before entering the actual clinic building. Following triage patients will be taken directly to the relevant treatment room, where they will wait alone until their student clinician joins them. The room will have been cleaned thoroughly before their arrival. Any patients who are deemed a risk with regard to exposure to Covid-19, or anyone experiencing any symptoms following completion of the questionnaire, will be asked to leave and re-schedule following the appropriate self-isolation period.
* All patients are asked to attend appointments alone unless they require a chaperone or are the parent or guardian of a minor. They are asked to leave belongings in their vehicle if possible, and asked to wear loose clothing, as no clinic gowns will be used at this present time.
* All patients are asked to sanitise their hands on entering and leaving the clinic, and wear a mask or face covering for the duration of the time they are present at the WIOC. If any patient forgets their mask the WIOC will provide one at cost price, unfortunately no patient is permitted entry to the WIOC if they refuse to wear a mask.
* Most supervision will be done using the camera and intercom system in the clinic, where one of the clinical supervisors will be monitoring the activity in the treatment rooms and advising the students using the intercom system. This will only be live feed and nothing will be recorded. Confidentiality will be maintained at all times.