

## CLAIMANT INFORMATION FOR ATTENDANCE AT CLINIC DURING CORONAVIRUS PANDEMIC – REMEDY LOUNGE

**Address: Remedy Lounge Ltd, Milton Hall, 244 Deansgate, Manchester M3 4BQ**

**PROTOCOLS ARE IN PLACE FOR ALL PATIENTS AND VISITORS ATTENDING APPOINTMENTS TO KEEP VISITORS AND STAFF SAFE. YOU MUST COMPLY WITH THE FOLLOWING INSTRUCTIONS AND PLEASE WEAR A FACE MASK AT ALL TIMES UNLESS DIRECTED OTHERWISE BY THE DOCTOR.**

1. **ON ARRIVAL** – Arrive **on time** for your appointment. If you are informed that your appointment is running late, please wait outside the clinic for Dr Sharma to call you and let you know that you can enter the clinic. Please ensure that we have your mobile phone number prior to the appointment and bring your mobile phone with you to the appointment.
2. **COVID SYMPTOMS** – Do not attend if you are experiencing COVID symptoms. COVID symptoms include: a new continuous cough, a high temperature or a loss of or a change in your normal sense of taste or smell (anosmia). Please observe the **stay at home government guidance** if a member of your household has symptoms.
3. **WHO CAN ATTEND** – Only the claimant can attend the appointment **UNLESS prior written agreement is agreed with us at least 72 hours in advance** to enable us to contact the clinic to request permission for a relative or chaperone to attend the appointment with you. Access will be **REFUSED** to any person attending the appointment with you if this permission is not granted – unfortunately, there are **NO** exceptions.
4. **INSIDE THE CLINIC** – **It is imperative that you adhere to Physical Distancing Rules in place at the clinic.**
5. **YOUR CONSULTATION** – The Doctor will be wearing appropriate Personal Protection Equipment (PPE), usually consisting of a mask and gloves. You must wear a face mask and gloves to the clinic and during your consultation unless the doctor directs otherwise.
6. **SAFETY** – Sanitiser will be available to visitors throughout the building. Please use it before entering and on leaving the clinic room. Equipment and furniture will be cleaned regularly throughout the day by staff at the clinic. Please adhere to the 2-meter distance rule that you need to always follow in this clinic. The clinic also has a one-way system which you need to adhere to. There are floor markings that you need to follow. Windows in corridors will remain open to increase air flow. Whilst in the lift, only one person will be allowed at any time, unless it is two people from the same household.
7. **RECEPTION** – When waiting to be attended to at reception, please use the floor markings to ensure that you are queuing at a safe distance to other attendees.
8. **TOILETS** – The toilets in this clinic follow a one in one out rule. These will be cleaned regularly.
9. **CONSULTATION ROOM** – Please let Dr Sharma open and close the consultation room door to minimise contact. If you require water or tissues, please bring your own as these will not be provided.