

Information For Patients Attending For Osteopathic Treatment

In the light of Covid-19, patients will now be asked to sanitise their hands on arrival at the practice. The receptionist will then take registration details and ask you to read this information sheet if you have not already done so. **All patients attending the practice are required to wear a mask.**

On your first visit the osteopath will take a detailed case history, including a full medical history. It is very important that you give us full details of any previous injuries, unusual symptoms or illness. **This is especially important in the light of Covid-19.** We will also require details of medication you may be taking (past and current) as well as any supplements or herbal remedies. Your osteopath will then examine you. **Please be aware that this process is a “hands on” approach and means you will be in close proximity to your osteopath.** Depending on the location of the problem, you may be expected to undress as far as your underwear so that an assessment can be made of your spine or the region where there is discomfort. (You may choose to wear a vest top that can be rolled up, or bring a pair of shorts.) You may have a friend or relative in the room if you wish. Children should be accompanied by a parent or somebody in loco parentis, and a consent form will need to be signed before the consultation begins.

At the end of the first consultation your osteopath will give you a detailed explanation of the diagnosis and any proposed treatment. Please do not hesitate to ask any questions about anything you do not understand. Your first visit will comprise of the osteopath taking a case history from you and performing their physical examination. Some treatment will usually also be given on your first visit if the osteopath considers it appropriate. If you have an acute problem, treatment can occasionally result in a temporary exacerbation of your symptoms. This is usually short-lived and settles quickly. Your osteopath will explain what you can expect from the treatment, as well as any risks associated with your condition.

We are taking every precaution that we can to ensure that anyone visiting our practice does not come into contact with the Covid-19 virus, and we therefore ask for patient cooperation in abiding by our protocols and notices displayed in the practice. This also means ensuring you do not attend the practice if you or any member of your household has any signs or symptoms of the Covid-19 virus. We also ask you not to attend the practice if you have been advised to self-isolate, quarantine or are waiting for a Covid test result.

The vast majority of our patients experience relief from their symptoms quite quickly, and our practitioners are happy to talk to you on the telephone if you are unsure of whether you are responding appropriately to their treatment. We expect all patients to settle their bill for each treatment at the end of each consultation. If you are claiming your treatment from a medical insurance company, please inform the receptionist before your consultation commences. Please also note that we request 24 hours' notice should you wish to cancel an appointment, so that it may be offered to another patient. If you have any questions, please ask your osteopath or one of our reception staff.