

## Movewell Physio Health Strategy 2020

### COVID-19 (Novel Coronavirus)

It is of significance that we are amidst a pandemic. Despite this, Movewell Physio endeavour to provide our services to those in need while maintaining client and staff health and safety to the best extent possible. With support of the Ministry of Health, Physioboard NZ, and ACC we ask and provide the following from our clients and staff:

1. Screening for COVID-19 will take place on the phone, and again upon arrival to the clinic. This will extend to members of your bubble or Whānau.
2. Please reschedule your appointments if you are sick or are showing symptoms including the common flu and cold. Symptoms specific to COVID19 include:
  - a cough
  - a high temperature (at least 38°C)
  - shortness of breath
  - sore throat
  - sneezing and runny nose
  - temporary loss of smell
3. Please refrain from attending your appointments if you:
  - a) Have been overseas and have not followed correct self-isolation protocols
  - b) Have been in contact with someone from overseas who hasn't followed correct self-isolation protocols
  - c) Have been in contact with someone who has tested positive, or is suspected to be positive of COVID19
  - d) Have been in contact with someone who is expressing the symptoms specific to COVID19
4. Please be cautious that individuals with reduced or compromised immunity are at a greater risk of infection. This includes, but isn't limited to, the elderly, those with autoimmune diseases, diabetes, and/or cancer. Please check with your GP if you have concerns about your health and immunity.
5. A mask is optional to your appointment. Therefore, if you already own a mask, if you wish, bring it to your appointment.



6. Hand hygiene: Wash hands regularly with soap or hand sanitiser. Please ask one of our staff to direct you to the nearest basin or sanitiser station. There will be hand sanitiser on the reception desk, and in every treatment room.
7. If you are coughing or sneezing, please do so into a tissue (dispose of promptly) or into your elbows, then follow step (6).
8. Cleaning surface regularly: Movewell Physio will utilise the best available disinfectant/cleaning spray on the majority of surfaces, including EFTPOS terminals and general environment (chairs, countertops, door handles etc). The cleaning of treatment rooms and common counter-tops and chairs will be completed in-between each patient.
9. Please bring a clean towel and pillow if this makes you feel safer during your treatment session. Towels will be cleaned daily and interchanged between clients.
10. PPE is not required for the procedures we undertake at Movewell Physio as they are non-aerosol generating and do not involve bodily fluids. Of course, clients will have to pass screening as well.
11. On arrival to your appointment, please do not enter the clinic until your specific time (wait in your car until the time of your appointment). At your set time, walk to the clinic entrance and please stand at the waiting area (marked with a sign). In our Ruakaka and Wellsford sites, the medical centres will have their own screening process, so please wait at the entrance for the therapist to attend to you. The therapist will attend to you at your set appointment time and open the doors for you as they take you to the treatment room. We are allowing longer appointments to facilitate this transition and to eliminate crossovers in the waiting room.
12. Maintain distancing of 1-2m at all times from other clients/patients inside and outside the premises.
13. The cleaning of fabrics and towels will carry on as usual per ministry's recommendations: Heavy duty detergent, high temperature wash followed by high heat drying.

**Thank you from everyone at Movewell Physio.**



09 423 7449



info@movewell.nz



movewell.nz