

Everything you need to know about safely visiting York Clinic

- At the time of booking your appointment you will be verbally screened by either your practitioner or our reception staff
- If you present new symptoms or your circumstances change before your appointment you should notify the Clinic to review your booking. Reception hours are 08:30am - 4:30pm, Mon to Fri.
- Everyone here is working together to allow for appointments to go ahead on schedule so we ask that you arrive on time and do not enter the building early in order for us to make social distancing easier inside the clinic
- We also ask that where possible, you should attend the clinic alone
- If you travel by car/vehicle to the clinic, please wait in the carpark until your practitioner invites you inside (by phone / text / in person)
- You will be asked to bring a mask or face covering and we ask that you to wear this upon entering the building and moving through the communal areas. Please have this ready upon entering
- If you would prefer to enter/leave the building via the garden ramp, please let us know in advance
- Upon entering the clinic: use the hand sanitiser at the front door and take note of the one-way system in place. You will be directed to leave by a different door once your appointment is over. There will be signage and staff to help you
- You will be met by your practitioner at the front door and they will accompany you to the room booked for your appointment
- Your practitioner's room will be cleaned and ventilated prior to your appointment. All rooms are deep cleaned each day
- All practitioners at the clinic have taken advice from their respective professional associations and will be wearing the required levels of PPE to allow them to practice safely. You will be briefly screened at the start of your appointment
- Payments will now be taken directly by your practitioner, preferably via contact free methods where possible
- Our reception will remain active and on-hand as usual to deal with any queries related to the clinic and bookings. We ask that where possible you contact us via telephone or email to reduce levels of person to person contact
- If you develop any COVID-19 symptoms or have a confirmed diagnosis of COVID-19 within 14 days of visiting the clinic you must inform reception on **01904 709688** or info@yorkclinic.com . This will help us assist in the national Test and Trace effort

York Clinic reopened on **Monday July 20th 2020** and since then we have been continually reviewing our safety measures. We rely on everyone on site playing their part and working together to make your treatment as safe and enjoyable as possible.