

Louise Phillips
Chinese acupuncture & moxibustion

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Dear Patient

Due to the presence of the Covid-19 virus in our communities, I need to take some extra precautions for you to be safe during your treatment.

Please read this carefully.

IF YOU HAVE A TEMPERATURE OR COUGH OR FEEL UNWELL, PLEASE CANCEL YOUR APPOINTMENT. NO CHARGE WILL BE INCURRED.

Before you arrive for treatment:

1. Please transfer the treatment fee (£40) to S L PHILLIPS 11-14-93 10737067, or a prewritten check made out to S L PHILLIPS as I will not be handling any cash for the foreseeable future.
2. We can do the intake 'chat' either in person, with masks (please provide your own) or remotely, over the phone. Please choose the latter if you are considered vulnerable, shielding a loved one or at risk due to an existing condition. I would prefer to do the remote chat as near to your appointment as possible, this could be in your car before you come inside or before you arrive. Please let me know in advance what you prefer.

On arrival:

1. Please walk straight in and wash your hands in the bathroom. All the doors will be open, so there is no need to touch doors or handles.
2. Please then come straight into the treatment room wearing your mask. You will not disturb or meet another patient as I am leaving an hour between patients to clean and air the treatment room.

The treatment:

1. My usual level of hand washing and hygiene will apply.
2. We will then do the treatment. I will not be wearing gloves as I can't 'feel the Qi' through them. I will be wearing a mask. If I need to do points on your face, scalp or shoulders, I will wear a face shield.

After the treatment:

1. I will remove the needles as usual and you can then get up and get ready.
2. We can then arrange another appointment if necessary.

General points:

1. Please try and leave personal belongings in your car as far as possible.
2. After each patient, all surfaces (including couch, chair arms, bathroom tap, etc.) will be cleaned down with antibacterial spray and the room will be aired for 30 minutes.

Thank you for your co-operation with these extra safety precautions. I am sure your treatment will still be as relaxing as usual.

Warm wishes, see you soon!

Louise