

Measures Greencliff Chiropractic Clinic is taking to ensure your safety during the Corona Virus outbreak

At Greencliff Chiropractic Clinic, community health has always been our priority. We are taking every precaution to ensure your health and trust whilst you continue to use our services. To ensure that we all protect ourselves from passing on anything to those most at risk, we are making the following patient requests:

Before attending your appointment

Patient screening forms

Whilst we love to chat and get to know to every patient that walks through our doors, we have to look to reduce face-to-face consultation times. We will be doing this by screening every patient via online health check forms, that can easily be filled out on all devices. If you are not computer savvy please do not worry, we will book in a phone call with you.

EVERY PATIENT - will receive a consultation phone call, the day before your treatment.

- ALL NEW AND EXISTING PATIENTS will need to fill out our COVID-19 consent form before every treatment.
- ALL NEW PATIENTS will also need to fill out the new patient consent form and GDPR form.

Cancellation Policy Update

If you are feeling 'out of sorts' and experiencing any of the symptoms above, please do not come in for your appointment. We would much rather reschedule your appointment. We have modified our cancellation policy to offer greater flexibility to all our patients. We hope this will alleviate any stress and hesitation you have about your upcoming appointment.

What you need to bring and/or consider

- Loose fitting and comfy clothing are always recommended.
- Face masks – Please bring your own face mask. We have disposable ones upon request for a nominal fee.
- Disposable gloves – whilst good hand hygiene is always best, we have disposable gloves available if you would like.
- Face shields available – whilst we have tried to reduce the face-to-face consultation time, we also have face shields available for you if needed/requested. These will be disinfected before and after use. Your practitioner will be also wearing one as and when needed so you will be in good company.

- Please bring your own water or thermos – whilst we will still keep you hydrated when needed, it is best to bring your own bottle. This also helps to reduce plastic.

During your appointment

- Please arrive to your appointment on time. We need to run to time to thoroughly clean, ventilate each treatment room and avoid patient crossover.
- EARLY ARRIVALS - please wait in your car until your allotted time. If you have walked or received a lift/taxi to the clinic, please wait in reception on one of the physically distanced chairs.
- PLEASE DO NOT BE LATE - If you are running late please call the clinic, we may need to reschedule your appointment as we need time to deep clean and ventilate the treatment room.
- Upon arriving at either clinic, you will be welcomed with open arms and brought straight through to your treatment room, where we ask that you wash your hands immediately before and after your treatment.
- Please feel free to use the hand sanitising station in the clinic reception or within the treatment rooms.
- Unless providing a treatment, we will maintain physical distancing rules.

After your appointment

Payment Charge Options

- Whilst we accept all the usual card payments (sorry no American Express)
- Our card machine is disinfected before and after every payment.
- We also accept telephone payments and so you can prepay over the phone or in person and we can type your payment in.
- Treatment vouchers are also available to purchase from the clinic.

Clinic cleaning procedures

- Rest assured we have very proficient cleaning procedures. We have increased these throughout the day and week, between every patient, treatment room and reception. The clinic is yearly checked and certified by Public health.
- The common parts of the clinic are thoroughly and regularly cleaned in accordance with the Jersey Government, BCA and GCC guidelines.
- Weather depending, the St. Martin front door will be open however if it is shut wave through the front window and a member of our team will open the door to let you in.

Education and selfcare is key to remaining calm. We are regularly reviewing governmental updates and procedures for both healthcare and business purposes. We will immediately update you with any relevant information which relates to your care and wellbeing at the Greencliff Chiropractic Clinic.

If you have any questions, concerns or would like any further information, please do not hesitate to contact the clinic. We are happy to help and look forward to seeing you.

Best wishes and keep safe,

Olivia, Sarah, Lorna and Sam.