



COVID 19 PANDEMIC

INFORMATION FOR HILLCREST PHYSIOTHERAPY CLIENTS

As you will all be aware we are currently in the middle of a serious worldwide pandemic. As such we all have a roll in trying to reduce the spread of COVID 19 in our community. To help with this, but to try and ensure that our clients' can still access physiotherapy services as safely as possible we have implemented a number of measures. Please do not be offended if we ask you some screening questions or refuse face to face consultations, we are doing this for the good of our community.

On booking an appointment you will be asked some screening questions, such as if you have travelled in the last 2 weeks? Or been in close contact with someone who has? If you have any cold, flu symptoms? If you are over 70 years old or immune compromised? We will then discuss with you your best options, which may include a telehealth consult or delaying treatment for a few weeks.

Once in the clinic you will be asked to try and distance yourself from other clients, we have rearranged our waiting room to facilitate this and to use the hand sanitiser provided at the front desk before touching anything else.

If you do not wish to wait in our waiting area, then feel free to ring us and let us know you are in the carpark and we can ring you when the physiotherapist is ready for you so you can go straight in.

We are regularly wiping and cleaning surfaces using Ministry of Health recommended procedures. This includes the beds, door handles, gym equipment, chairs, desks and EFT POS machine.

We are aware this is a rapidly moving situation and will do our best to keep all our clients updated. The best way to ensure updated information is to check our facebook site and our website – www.hillcrestphysio.co.nz