



## **RESPONSE TO COVID-19**

**(UPDATED 22/3/2020)**

Dear Clients,

At Core Physiotherapy & Pilates Studio our 12 South Australian Owned and Operated Practices have been very busy over the last few weeks. Between continuing to achieve great outcomes with our Individual Physio sessions and Small Group Physio Exercise programs for our clients we have also been heavily leaning on guidance from the Department of Health, World Health Organisation and Australian Physiotherapy Association to ensure the safety of all our clients and staff. The guidance of these authorities continues to change regularly, on Friday (20/3/2020) we were all informed of some additional guidelines from Prime Minister Morrison regarding indoor gatherings and further on Sunday (22/03/2020) we have been informed that some indoor venues such as Restaurants, Pubs, Clubs and Gyms will be required to close.

Whilst Core Physiotherapy & Pilates Studio as a Health Care Provider is considered exempt from all these additional guidelines we believe it is important to take a cautious approach and have undertaken to still apply the new 4m<sup>2</sup> space restriction recommended.

### **What Additional Changes Are We Making?**

1. We will increase our screening measures by asking any clients that have returned from interstate travel to adhere to the State Governments self isolation requirements and not attend the practice for 14 days from their return date.
2. We have removed some chairs from our waiting rooms to ensure adequate social distancing between any clients waiting and will apply a limit to the number of people in the waiting room at any one time. Note: exact number will vary depending on the size of the waiting room at the practice you attend.
3. We are offering a new option called 'SMS Check In', this simply means when you arrive at the practice you can stay in your car or outside in the fresh air and send us an SMS reply to your reminder message to let us know you are ready and waiting. We will then send you a message to come in when the physio is ready to see you.
4. From this week we will also begin staggering appointment times, to reduce the number of clients entering and leaving our practices at the same times.

5. We are reducing the number of clients in Group Exercise Sessions to ensure adequate space for all clients. Note: exact numbers will depend on the size of the studio at the practice you attend.
6. We are also offering additional appointments for Individual Exercise Sessions and 2 Person Group Exercise Sessions for those who would feel more comfortable in that setting.

### **Recap On What Changes We Have Already Made.**

1. Screening all clients & staff for known risk factors and asking anyone that answers yes to one of the following questions to contact us to postpone their appointments:
  - a. Do you feel unwell - in particular Fever, Sore Throat, Fatigue, Shortness of Breath?
  - b. Have you returned from overseas in the last 14 days?
  - c. Do you or someone you have been in close contact with have a confirmed case of COVID-19 (Coronavirus)?
2. Improved Hygiene Standards:
  - a. Increased cleaning of high contact surfaces such as door handles, tables and counters
  - b. All clients and staff to avoid non-essential physical contact such as handshaking
  - c. All clients and staff to avoid touching face with their hands and cover their cough/sneeze with their elbow
  - d. All clients and staff to wash hands or use alcohol based rub on entering the practice
  - e. All clients and staff to wash hands or use alcohol based rub at start and finish of your Physio or Exercise sessions
  - f. All bed linen and pillows have been removed to ensure treatment beds and exercise equipment can be fully wiped down between clients. You are welcome to bring your own towel or pillow if you feel you require these
  - g. All shared materials such as Magazines and Water Jugs/Cups have been removed from waiting areas
  - h. Encouraging our clients to avoid cash payments and use contactless payment methods wherever possible
  - i. Encourage our clients to fill any paperwork out digitally on their own device rather than utilising paper forms wherever possible

### **I Can't Come In For My Appointment Currently Is There Any Other Options For Me?**

We all totally understand that some of our older clients, sick clients and those who are isolating may not be able to attend the practices for a physical appointment. In these circumstances we are confident that we can continue to support you in your management remotely.

We have 2 options available for clients in this situation:

1. A Home Visit. This option enables us to visit you at your home and provide a relatively normal treatment experience. There will be additional preparation we require to complete these appointments such as some space to set up a treatment table and hand washing facilities. We hope you understand to protect our staff and other clients we still won't be able to offer these services to people that are unwell or in enforced or self isolation situations. Please contact us to discuss arranging a home visit. We are currently happy to offer home visits within the local area at the cost of an in clinic appointment.
2. A Virtual Appointment with your Physio (this would use either a face to face video call or even just a simple phone call). During this Virtual Appointment your Physio will be able to assess your current condition and provide you with advice and exercises to help you manage at home. If you would like to try out a Free Virtual Appointment please contact your local practice and we will get your physio to call you back to discuss organising an appointment.

### **Thanks For Your Support and Understanding!**

We have been amazed by the support and understanding from both our clients and staff towards the changes we have made! We also reiterate we continue to support and strictly adhere to the Government's current restrictions and in doing so our doors will remain open to help members of our Great South Australian community.

We will continue to keep you informed of any changes to our services and if you have any queries or suggestions please get in touch with us at [covid19@corephysio.com.au](mailto:covid19@corephysio.com.au)

Regards



The Team at Core Physiotherapy & Pilates Studio