

In light of the new April 2021 Covid restrictions, I want to make sure you know what I am doing to keep you safe and to ensure your experience is second to none. I have created a system which enables me to carry out my diagnosis and treatment effectively, whilst also working efficiently to ensure the clinic remains a sanitised, safe space at all times for you and for me. Such measures honour all legislation laid out by the Government and British Acupuncture Council and are approved by my insurers. A new risk assessment has been carried out following April 2021 changes.

Please read this document carefully and follow the guidelines outlined below before attending your session. Please feel free to get in touch if you have any questions or concerns.

ellie@chimebodyandmind.com

07725 407927

BEFORE ATTENDING THE CLINIC

BOOKING

- Currently- treatments can be booked via email or phone or via the website (www.chimebodyandmind.com). There may be some situations where I am not able to treat you currently during new guidelines, but if this is the case, I will get in touch with you (or equally feel free to contact me too!). If you have already spoken to me/ agreed an appointment, please ignore this step!

PAYMENT

- ➔ Appointments £60 for those age 16 and over
- ➔ Appointments £45 under age 16
- **Cash** is preferable- but other payment options include-
 - PayPal details: elliefarnfield@googlemail.com or can be paid when booking online
 - Bank transfer payment to Miss E J Farnfield 47585840 07/01/16 (your online banking may tell you these details are not correct- but they are!!)
 - Card machine

CANCELLATION

Should you need to change or cancel your appointment, please do so within 24 hours to avoid a cancellation fee for the full cost of the appointment. This cancellation policy will be waived should you show any signs of Covid-19, or have come into contact with someone who displays such symptoms (cough, loss of smell or taste, feeling hot to touch). Should this be the case, please inform me immediately.

CONSENT

- I must have a signed copy of your 'screening and consent to treatment' disclaimer before I can treat you. **I will email this to you once you have booked an appointment.** Please make sure this has been read in detail, filled out, signed and emailed back to me **before your appointment.**

CLOTHING

- When you arrive, you will be asked to hang your coat on the hook.
- Please feel free to **bring your own mask** and put it on as you enter the building. If you do not have one, you will be given a single use, sterilised mask to wear in the clinic space.

TONGUE DIAGNOSIS

FOR THOSE WHO ARE NEW TO THE CLINIC

- Don't worry, this sounds a little strange so please let me explain!! In Chinese Medicine, different areas of your tongue represent different parts of your body. Therefore, looking at it tells us a lot about what is happening on the inside of you and how well different organs are functioning. In a normal appointment I would ask you to stick your tongue out for a few seconds so I could look at the top and the underside of it., but since you will be wearing a mask during appointments now, looking at your tongue will not be possible.

FOR EVERYONE

- Please take 2 photos of your tongue stuck out of your mouth in good natural light and send them to me in advance of your appointment to avoid the need for me to see your tongue for diagnosis purposes during the appointment. Please see the examples below or click on the following link which is a video detailing how best to do this!
- <https://www.youtube.com/watch?v=OTCgxrsbc90&feature=youtu.be>



FACILITIES

- Please be prompt **but do not arrive before your scheduled appointment time- I will not be utilising the waiting area.** Arriving early may also mean you will cross paths with another client.
- Due to Covid restrictions, I will **not be providing water** or refreshments at this time, so please bring your own should you need anything.

ATTENDING THE CLINIC

ARRIVAL

- Please put your **mask/ face covering** on before entering the building.
- There is **hand sanitiser** attached to the wall as you enter the building, and also just outside the clinic room door on the right, as well as toilets with hand washing facilities on the top floor. Please use one or both of these to clean your hands before entering the clinic space.
- Please wait outside the clinic door to be called into the room- and please try to avoid touching any surfaces you do not need to!
- I will ask you to put your belongings in the box by the door and hang your coat up.
- I will take **your temperature** with a no- touch thermometer before the appointment begins- but should you feel unwell- please do not come to the clinic.
- I will also ask you to scan my track and trace QR code please, or if not possible/ desirable, to give your details (name, number, arrival and departure time and signature).
- I will also be wearing a mask and will wash and sanitise my hands, not only between clients but also throughout the appointment continually. I will also be wearing disposable gloves for certain tasks
- Instead of sitting in the blue chairs in the consultation area, you will be asked to go straight into the treatment room and to get straight onto the couch to reduce your contact footprint.
- I will sit on a stool at the opposite end of the couch from your face to maximize the space between us whilst you discuss your needs, signs and symptoms. I will keep contact time to a minimal and leave the treatment space once needles have been inserted/ treatment administered if you're comfortable with this

TREATMENT ROOM

- I am the only practitioner who operates out of this space so there is no need to worry about an increase in footfall/ number of treatments being conducted throughout the weeks.
- As usual, the treatment room, equipment and couch will continue to be deep- cleaned at the start and end of each day, with each client receiving a fresh and clean layout of couch roll on the treatment bed as well as soft furnishings.
- In addition, I will also clean and sanitise the treatment couch between clients and the windows will be open between client appointments to ventilate the room.
- Treatment gowns and towels will be available should you need to remove clothing for your treatment to take place. As always, these are limited to one per person, and after each use are put through a hot wash (70 degrees).

FIRST INITIAL APPOINTMENT

The first session can be carried out face to face at the clinic – or over Zoom/video (I will send you a link). **In this session I do not usually treat**, but instead will use this hour to take a full case history, to enable me to make a personal diagnosis. I will ask you about many different things, to work out not only what your main issue is – but also to understand what the underlying cause is likely to be. This will enable me to treat you holistically- and be more beneficial in the long term also.

If being undertaken on Zoom, if possible please try and undertake this consultation away from other people so you can talk freely. If this is not possible, please let me know and we can work around this.

FOLLOW UP/ ONGOING APPOINTMENTS

From your second treatment onwards, you will receive acupuncture- but it is also likely you will experience other treatment modalities from my 'toolbox'. The main treatment modalities are outlined below. Please have a read- but before using any of these for the first time on you, I will outline fully what the treatment is and what you can expect

TREATMENT MODALITIES

As usual, pre-sterilised, single use, disposable needles will be used.

Moxa (heating therapy using mugwort herb), Gua sha (skin stimulation), Tui na (massage) and Cupping are also available, and will be used if deemed appropriate for your individual needs.

POST TREATMENT

QUESTIONS AND QUERIES

Should you have any questions or concerns, please do not hesitate to get in touch and I will be happy to help!

SUMMARY CHECKLIST BEFORE ATTENDING YOUR APPOINTMENT

1. Book an appointment online or via email/ phone (please call if you're unsure if you should come to the clinic at this time). If you've booked one already/ spoken to me, ignore this!
2. Fill out the '**Screening and consent to treatment**' document' (the other one attached in your email) and **send back to me at least before your appointment**
3. Read the information in this document – at your first appointment I will ask you to sign that you have read our cancellation and privacy policy, and a consent to treatment document.
4. You can on the day **with cash preferable**) or **pay in advance** via Paypal through the booking wbesite (elliefarnfield@googlemail.com) or via bank transfer (Miss E. J. Farnfield. 47585840 07/01/16)
5. Send **2 pictures of your tongue**- ideally the day before/ morning of your treatment (and I ask that you please do this before coming to every appointment going forward too). Feel free to email these of whatsapp them to me if easier.
6. Come alone (unless a carer has been agreed in advance or the client is under age 18) and bring your own water should you want some
7. Please arrive on time (but not before) as there is no access to a waiting room currently.
8. Please **bring your own mask** should you want to or you will be provided with a disposable one on arrival, **wash and sanitise your hands** on arrival and be prepared to have **your temperature taken. Please keep your mouth and nose covered throughout the appointment**
9. You can use **your phone to scan my Track and trace QR code** if you wish to.
10. When entering the clinic space, please touch as few surfaces around the clinic as possible!

THANK YOU!