



As Covid-19 restrictions begin to lift, 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 managed to create a system which enables me to carry out my diagnosis and treatments effectively, whilst also working efficiently to ensure the clinic remains a sanitised, safe space at all times. Such measures honour all legislation laid out by the Government and British Acupuncture Council and are approved by my insurers. A risk assessment has been carried out and the clinic has been deemed 'Covid-19-Secure'.

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.

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Before attending the clinic

Booking

Treatments can currently be booked via email or phone or via the website (www.chimebodyandmind.com). Please fill out the '**Screening and consent to treatment**' document attached in your confirmation email and send back to me.

If you are a **new client**, please call me in advance as your initial consultation will take place digitally over Skype/Zoom to reduce initial contact. It will last 90 minutes. After this has been completed, we can organize a time and date for you to attend the clinic for your second appointment to receive treatment.

Payment

Please make payment prior to coming for your appointment via bank transfer or PayPal, or please bring cash in an envelope to the clinic when you come for your appointment.

Please note: at this time the card machine is out of action.

- Bank transfer payment to miss E. Farnfield. Acc. No. 47585840 Sort Code 07 01 16
 - Initial consultation over Zoom/Skype - £60
 - Follow up/ ongoing appointments - £50 adults / £30 for children (under 18)

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 'consent to treatment' disclaimer before I can treat you.

You will find it in the other document attached to the confirmation email. Please make sure this has been read in detail, filled out, signed and emailed back to me.

Clothing

- To reduce contact and to enable treatment to take place quickly, I please ask that you wear short sleeved and loose-fitting clothing
- If possible, please do not bring bulky coats or big bags into the clinic
- You will be given a single use, sterilised mask to wear in the clinic space. However, should you feel more confident or comfortable bringing your own, please wear it to the clinic.

Tongue Diagnosis

For those of you who have not been to the clinic before:

Don't worry, this sounds a little strange so please let us 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 all:

- 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>
- *Please note:* once the appointment has taken place, all photos will be immediately and permanently deleted as per GDPR legislation.



Facilities

To reduce cross contamination, the toilet facilities will NOT be available at CHIME. Please ensure you go to the toilet before coming to the clinic.

Please be prompt **but do not arrive before your scheduled appointment time – the waiting area will not be available.** Arriving early may also mean you will cross paths with another client. To reduce cross contamination, I will not be providing water/refreshments, so please bring your own water should you need it during the appointment.

Attending the Clinic

Arrival

- Doors will be pinned open, so you do not need to touch anything to get into the treatment room.
- Upon entering the treatment room, you will be asked to thoroughly wash and sanitise your hands (alcohol sanitiser) and you will also be given a mask to wear if you have not brought your own.
- I will also be wearing a mask and will wash and sanitise my hands, not only between clients but also throughout the appointment. 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 onto the couch.
- 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.

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.
- In addition, I will also clean and sanitise the treatment couch between patients.
- There will be a filtration system on at all times alongside key essential oils to help filter the air particles. The windows will be open between client appointments to ventilate the room and, where possible, will also be open during your appointment if you are happy with this.
- 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 (60°C).

Treatment Session and Modalities

- Each appointment will last for 50 minutes to allow adequate time for cleaning, sanitising and preparing the room and equipment for the next client.
- To reduce contact between you and your practitioner, your pulses may be taken with gloves on, if necessary, or may not be taken at all.
- As usual, pre-sterilised, single use, disposable needles will be used.
- Moxa (heating therapy using mugwort herb) will be available and used where deemed appropriate on an individual basis.
- Gua sha (skin stimulation), Tui na (massage) and Cupping will not be available at this time to reduce exposure to body fluids and toxic energy.

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, by email or by phone.
2. Fill out the **'Screening and consent to treatment'** document and send back to me 24 hours before your appointment.
3. **Read the information in this document in detail.**
4. Where possible, make an **online bank transfer payment** (to E. Farnfield. Acc. No. 47585840 Sort Code 07 01 16. £50 for a current client or £60 if this is your first appointment at the clinic – to take place over Zoom). If not possible to transfer money, please bring cash to the clinic in an envelope
5. Send **2 pictures of your tongue** – ideally the day before your treatment
6. Wear loose fitting clothes and come alone (unless a carer has been agreed in advance or the patient is under age 18).
7. Go to the toilet before your appointment – toilet facilities will not be open at this time.
8. Bring your own water should you want to – it will not be available at this time.
9. Please arrive on time (but not before) as there is currently no access to a waiting room.
10. Please bring your own mask should you want to, or you will be provided with one on arrival.

Thank You!