



Dear Hermes Health Patient

I trust this finds you, family and friends well after 10 long weeks of 'lockdown'. As some of you are aware osteopaths were designated as key-workers and could continue to offer emergency treatment. I am pleased that I was still able, therefore, to continue my clinic and to assist those of you that required treatment.

### Clinic Re-opening

I am pleased to announce that following the Government decisions of 19<sup>th</sup> May our professional bodies have agreed that we can re-open to most of you. The exception being those individuals who have been asked by the NHS to 'shield'.

**The clinic will therefore re-open from Monday 15<sup>th</sup> June and online bookings will be available from Wednesday 10<sup>th</sup> June.**

Initially appointments will be available over the middle of the day 4 days a week. If the general situation continues to improve I hope to extend hours incrementally over the coming weeks. My colleague Chris hopes to resume work in the first part of July (this will be confirmed in a later email). In the interim I am happy to see any of you that require treatment.

### New Procedures

To permit re-opening of the clinic, a considerable number of infection control procedures to minimise the risk of coronavirus transmission have been implemented. All the guidance from Public Health England and the Institute of Osteopathy has been followed. You will find the clinic looks and feels rather different.

- Only one patient will be allowed to be present in the entire clinic suite at any time besides myself. The only exception to this is where we have agreed **in advance** for a chaperone (e.g. a parent or carer who is someone from your immediate household) to attend as well.
- I will now be meeting you at the front door of the clinic in the recommended personal protective equipment (PPE). You will be invited directly into one of therapy rooms. Inside the seats are arranged to allow for social distancing during your consultation. Total time inside the clinic room will generally be a maximum of 30 minutes. This will include any physical examinations and osteopathic manual treatment.
- The therapy rooms will be disinfected between appointments. The booking system has been adjusted to allow time for you to leave and for cleansing to take place before the next arrival.
- Please only arrive at the building a few minutes prior to your scheduled appointment. Be aware that the lift in the building has been taken out of use so you will need to take the stairs to the clinic on the third floor and on to the bathroom (approximately 60 steps). Your confirmation and reminder emails will give clear, specific guidance on what to do when you

reach the building.

- For the time being, all new patients will need to book an “initial” online video consultation. During this appointment a medical history and movement examination will take place. Afterwards an in-person appointment can then be booked for treatment.
- For those who I haven't seen this year a shorter online “catch up” video consultation is required to update your situation, prior to an in-person appointment. It is permissible to book the 2 appointments at the same time leaving a minimum of one day between the online and in-person appointments. The online “catch up” consultation can also be booked on its own if you simply want to check in with a query or are seeking further advice.
- To facilitate payment, you are asked to pay by bank transfer where possible. An invoice with banking details will emailed to you within 48 hours of your appointment. You are kindly asked to settle this on receipt.

Detailed information on the required procedures have now been added to your confirmation and reminder emails. Please read and follow these to keep the risk of coronavirus transmission to a minimum. You can assist by maintaining social distancing guidelines during your journey to the clinic.

*My apologies for the volume of information. I hope nevertheless that it helps clarify how the clinic can re-open and operate in the coming months.*

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**May I close, by offering my thanks to those you who have contacted me to offer good wishes and support during this challenging period. It has been greatly appreciated. I look forward to welcoming you back in the coming weeks.**

With warm wishes

Michael

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