



# THE THREAD VEIN CLINIC

## COVID-19 POLICY AND SAFETY MEASURES

We sincerely hope that you are keeping well, and that the lockdown has at least allowed you time to do the things that you were not able to do before.

Thank you for your patience and understanding during this strange and difficult time. We know that closing the practice has caused a lot of inconvenience but we are now open for business once again.

We have been busy preparing the practice for reopening and have reviewed our infection control measures to keep you and our staff safe. Outside of the treatment rooms, things may run slightly differently when visiting the practice.

### AHEAD OF YOUR APPOINTMENT

#### COVID-19 SCREENING QUESTIONS

48 hours before your scheduled appointment we will contact you to run through a few screening questions to ensure you can attend the clinic.

The questions will include asking if you have any of the following signs or symptoms which may appear 2-14 days after exposure to the virus.

- Are you currently suspected of having COVID-19?
- Have you been in contact with or are living with someone suspected or confirmed of having COVID-19?
- Do you have a fever, or have you had a high temperature in the last 14 days? (a fever is a temperature greater than 37.8°C, if you feel hot to touch on your chest or back answer yes).
- Have you had a cough or any other respiratory signs in the last 14 days?
- Do you have a new continuous cough? (new means a cough that you've not had before, or if you usually have a cough, it has got worse. Continuous means coughing a lot for more than an hour, or 3 or more coughing episodes in 24 hours)
- Do you suffer from any of the following? Diabetes, cardiovascular disease, including hypertension, chronic lung disease, immunodeficiency, cancer under active treatment?

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- Are you pregnant?
- Are you over 70 years of age?
- Have you had a new loss or change to your sense of smell or taste?  
(this means you have noticed you cannot smell or taste anything, or things smell or taste different to normal)
- Have you become breathless, or are you more breathless than usual?
- Are you feeling lethargic or more lethargic than usual?
- Do you feel unwell in anyway?

**If you have answered yes to any of these questions, please do not come to the clinic and inform us as soon as possible to rearrange your appointment.**

## USE OF PUBLIC TRANSPORT

We recommend if you can avoid public transport, and maintain social distancing where possible. Wearing a mask will help, and you can wash your hands when you come into the clinic.

## REQUIREMENTS BEFORE ATTENDANCE

The patient will be advised to take their temperature (if possible) prior to attending. Your temperature should be below 37.8 centigrade to attend. If you have any new symptoms on the day of the appointment, please contact the practice and we will rearrange your appointment.

Please limit the wearing of jewellery. Wedding rings may be worn provided hands are kept clear from the face. Minimal make-up should be worn.

Please limit the personal possessions you bring with you. The clinic may reserve the right to prevent personal items entering the treatment rooms.



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## AT THE PRACTICE

### ENTERING THE PRACTICE

We will check your temperature on arrival to the practice, and so long as your temperature is below 37.8 degree centigrade, you will be directed to the treatment room. You can wash your hands with soap, using the practice washroom, or use hand sanitiser.

### USE OF PRACTICE WAITING ROOM

Following lockdown, we understand that social distancing measures will continue to be encouraged so we would like to eliminate waiting times in reception as much as possible to reduce patient to patient proximity. Follow the markings in the waiting area and clinic to ensure 2 metres distancing at all times, except when undergoing treatment. In order for this to work effectively, we will stagger patient appointments until we understand that social distancing measures can be reduced. We may ask you to wait in another quiet area of the building ahead of your appointment.

### EXITING THE PRACTICE FOLLOWING TREATMENT

Following treatment, you must wash your hands once more and you may leave the premises immediately. Future appointments are arranged via phone or email. Once social distancing measures are reduced, the team will be able to help more, therefore allowing payments and appointments to be arranged.

## RESCHEDULING CANCELLED APPOINTMENTS

If your appointment was affected by the virus and was cancelled due to practice closure, you will have priority to reschedule within the first 3 months of opening. We will contact you by email and/or telephone to arrange this. Those that have ongoing, outstanding treatment will also have priority.



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## INFECTION CONTROL AT THE THREAD VEIN CLINIC

### HAND SANITISER STATIONS

Hand sanitiser dispensers will be accessible front of house; reception, waiting room and washroom. A member of the team will provide hand sanitiser before you access the practice also.

### RECEPTION SCREEN PROTECTORS

Screen protectors will be put in place at both reception points. The office will no longer be accessible for patients to enter and will be a staff only zone.

### STAFF TEMPERATURE CHECKS

All staff members will have their temperature checked upon arrival to the practice. For anyone showing symptoms and/or have a temperature above 37.8 will be sent home and asked to isolate for two weeks or be tested.

### FRONT OF HOUSE STAFF PPE

Members of the front of house team who will be greeting patients upon arrival and carrying out temperature checks will be wearing latex gloves and a protective face mask to protect patients and themselves from transmission during the process.

### STAGGERED APPOINTMENT TIMES

The practice will do its best to minimise congestion in the practice by staggering clinic and appointment times. Time for deep clean and decontamination procedures between patients appointments will also be allocated.

### VULNERABLE PATIENT APPOINTMENT ALLOCATION

Vulnerable patients (those over 70 years of age and/or have an underlying medical condition) will have access to the first morning appointments.

### WAITING ROOM RESTRICTIONS

We regret that during this interim period, tea and coffee services will not be available by the reception team. We have also removed all non-essential items from the waiting area including magazines, books, and newspapers.

### LIMITING THE NUMBERS AT THE PRACTICE

We kindly ask adult patients to attend their appointment alone whilst family members and those you have travelled with remain outside of the practice. Children can attend with a parent or guardian, but only one please.



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## EXTERNAL DOORS PROPPED OPEN

All external practice doors will be propped open so that those within the practice do not need to touch door handles which is proven to be a source of cross contamination.

## POLICY REVIEW

We will continue to review and update the above information as soon as we know more from the government and professional bodies. If you have any questions about your future treatment at the clinic, please do not hesitate to contact us by email at [karen@thethreadveinclinic.com](mailto:karen@thethreadveinclinic.com). We are looking forward to seeing you soon and want to reassure you we are doing everything we can to ensure your safety. Finally – we genuinely miss you all and miss being at work!

THANK YOU, THE THREAD VEIN CLINIC.