

Before you visit us

If you are attending an appointment or planning to visit our clinic, we would prefer you to:

- Call us if you would usually pop in.
- Only visit the clinic if you are well and are not experiencing cold or flu symptoms, such as fever, cough, difficulty breathing, sore throat, sneezing or runny nose, or loss of sense of smell.

Increased safety measures to protect you and us

When we re-open, you can be assured that we have introduced a range of measures to ensure the safety of both our clients and ourselves. These measures go above and beyond advice provided by the Ministry of Health.

- We will contact you before your appointment to ensure you are in good health and haven't had contact with a probable or confirmed case of COVID-19.
- You will be asked to wash / sanitise your hands on entry and our team members will be washing / sanitising their hands at regular intervals throughout the day.
- Regular cleaning of all surfaces will take place before and after each appointment.
- Protective equipment will be used by team members and will be available to clients where necessary. Other equipment including gloves may be used depending on what type of appointment you are attending.
- We will be maintaining safe distance levels in our reception area and will be minimising contact between ourselves and our clients during appointments where possible.
- The number of people in our clinic will be kept to a minimum; if you are attending an appointment, we ask you to come into clinic close to your appointment time and only bring a support person if necessary.

- We will have a sign-in sheet for any unscheduled visitors, so we know everyone who has visited our clinic.