



Rugby
Osteopathic
Centre

PHYSICAL THERAPY EXPERTS

What to expect during your first Appointment?

during the Corona Virus Pandemic

Thank you for booking your appointment. We know that attending your first appointment with an Osteopath can be a little daunting to begin with. The following fact sheets has been developed to explain exactly what to expect and answer some of the questions you might have. If you have any other questions, please contact us.

Please can you read this information booklet before your appointment.

Appointment Information Covid-19 Procedure

Please ring the practice if you (the patient) and/or person accompanying the patient (if the patient is a child) have any of the below at the time of your treatment to cancel your appointment.

- ✓ If you are suffering from any Covid-19 related symptoms
 - Cough new or worsening of a pre-existing cough
 - Fever
 - Short of Breath
 - Altered sense of Taste
 - Altered sense of smell
 - A new rash
- ✓ You are advised to self-isolate for any other reason
see <https://www.nhs.uk/conditions/coronavirus-covid-19/>
- ✓ You answer yes to any of the questions on the form that you will be sent the day before your appointment
- ✓ You have been on an airplane in the past 14 days or been abroad

We can offer online consultations if it is not possible to do a face to face consultation or re-schedule your appointment.

Important Information At your Appointment to limit the spread of Covid-19

- ✓ **Please arrive at the exact time of your appointment and KNOCK ON THE DOOR, the Osteopath will greet you at the door.**
- ✓ **Please come alone if possible, as there are no waiting room facilities. If this is not possible please talk to the osteopath before the consultation. Children are to be accompanied by one adult only.**
- ✓ **Please bring a mask.**
- ✓ **Please bring as little as possible with you i.e. no extra bags, coats etc to reduce contamination in the practice.**

Case History Taking



- ✓ Your Osteopath will contact you before your appointment to take your case history by telehealth video or phone call and do a Covid 19 risk assessment. This is to minimise the face to face contact time you have with the osteopath during the pandemic. A link will be sent to you at a convenient time.
- ✓ The Osteopath will ask you to tell them about your problem. They will ask questions about your full medical history and lifestyle as well as your symptoms. This is very important as it will help them to make an accurate diagnosis and suggest appropriate treatment. They will write down what you say in your records. These will be kept confidential in compliance with the Data Protection Act 1998. If you wish you may, in writing, request a copy of these notes.
- ✓ We will also take a note of your contact details including your email address. We will use these details to communicate with you for appointments, contacting you on matters relating to your treatment e.g. exercises, Rugby Osteopathic newsletters, and practice news. If you would prefer us not to use your email address for any of the above, please let us know.
- ✓ Please also bring with you a note of any medications (or the medications themselves) either prescribed or over the counter including any homeopathic remedies you are using.

The rest of this explains what will happen when you come to your face to face consultation at the practice.

- ✓ We need to know if you have any Covid related symptoms on the day of your appointment to keep the practice and everyone around you as safe as possible.
- ✓ The day before your appointment you will receive a reminder email with a form to fill in asking if you have any Covid related symptoms. **If you answer is yes to any of these please contact us immediately.** If the patient is a child, please answer this for both the adult who is accompanying the child and the child.
- ✓ If you have not booked in in advance the osteopath will ring you to screen you over the phone.

Examination



The osteopath will need to examine the area(s) of your body causing discomfort. Sometimes the cause of the problem may be in a different area to the pain, (For example, a difference in leg length may result in compensations in the upper back which might result in neck pain) so they are likely to need to examine your whole body. They will need to feel for tightness in the muscles and stiffness in the joints and will need to touch these areas to identify problems. They will explain what they are doing as they go along. If you are uncomfortable with any part of this, you have the right to ask them to stop at any stage without prejudicing your future treatment.

To examine you most effectively, it is probable that your osteopath will ask you to remove some clothing as appropriate for the condition, which might mean undressing down to your underwear. Alternatively, if you are not comfortable with this you can wear light weight clothing or shorts and a tee shirt as it is important that you feel at ease.

Discussion



At the end of the examination your osteopath will discuss with you their findings and their current diagnosis. They will suggest a course of treatment, if appropriate, which may require several visits. They may be able to give you an estimate of how often they need to see you by the end of the first session. They will ask for your permission to provide treatment. You do not need to decide on the first consultation and can go without any treatment on the first visit and rebook for a follow up treatment if you decide to proceed. Please do not hesitate to ask any questions about anything you do not understand or would like clarifying. Different problems will need different amounts

and type of treatment depending on you as an individual i.e. age, state of health etc. Our aim is to get you better as quickly and as safely as possible.

Treatment



Please note that the examination may take up most of the time on your first visit but usually there is time to begin your treatment at your first appointment. Sometimes we may require further tests before starting treatment such as blood tests or scans. If this is the case, we will discuss this in detail with you at the time. Occasionally we may diagnose an illness that we are unable to treat and may suggest that you consult your GP or another appropriate health professional.



Having any physical therapy treatment/ examination whether for preventative care, rehabilitation, or managing a recent acute condition, will involve some hands-on treatment. Osteopathic treatment as with all medical or health treatment often leads to temporary side effects. No two treatments are the same and your osteopath will be constantly re-examining you and re-evaluating the best techniques/treatment to give to you.

Your osteopath will choose techniques/ treatment plan using his/her professional judgement bearing in mind your injury, age and general state of health to minimise any side effects. Some techniques will not be appropriate for some people so will not be used. **The most common effect of treatment is that your symptoms improve.** It is also common to feel a little stiff or sore the next day after treatment/examination; this usually lasts 24-48 hours. Most people describe this as like 'post exercise soreness'. It is also common to feel tired, have a temporary headache or feel lightheaded. In addition, there may be a temporary reaction to treatment such as an exaggeration of the presenting complaint or other area, redness, swelling, aching.

It is helpful always to let your osteopath know what you are feeling during the examination/treatment so that this can be modified if necessary, to minimise possible side effects.

Cost of Consultation and Payment:

New Patient £75

Old Patient £50

Your case history video call will take approximately 15-30 minutes and your face to face consultation will take about 30 minutes. At the time of your face to face consultation we have blocked off an hour to enable us to clean the practice and change our PPE between patients. This also gives time for you to leave the practice and therefore limits any exposure you have by not crossing paths with other patients.

Payment is made in full in advance of the appointment by booking online or if by phone by Bank transfer before your appointment.

If you are insured you are expected to settle the bill for each visit yourself and take full responsibility to get full confirmation that your insurance company will pay the full fees ,unfortunately we cannot take responsibility for insurance companies .

Appointment Cancellations

If for any reason you decide not to take up this appointment or any future appointments booked, please call as soon as possible to cancel as we can then give the appointment slot to another patient. There will be a cancellation link on your booking confirmation email.

If 24 hours' notice is not given 50 % of the fee will be retained by The Rugby Osteopathic Centre unless it is due to Covid-19 symptoms or need for self-isolation when there will be no cancellation charge but the full fee will be credited to your account for when you can come in for treatment.

Location

The practice is located at 69 Albert St, Rugby CV21 2SN. There is metered parking on the street, or the John Barford car park located on James Street (for appointments ending before 6.30pm as the car park closes at 7pm). The clinic is within a 5-10-minute walk from Rugby central shopping area and the train station. For SATNAV users, the postcode is CV21 2SN.

Please use the following link to see our map:

http://maps.google.co.uk/maps?f=q&source=s_q&hl=en&geocode=&q=cv212sn&sll=53.800651,-4.064941&sspn=10.862618,28.125&ie=UTF8&ll=52.376333,-1.258192&spn=0.010951,0.027466&z=15&iwloc=addr

Our ethos is to give you the highest standard of Osteopathic care that we can in a friendly, safe environment and to help you to get better as quickly and as safely as possible. (Please see our testimonials on our website) .If you ever have any feedback or concerns about your experience at the practice please contact us. Our full complaint's procedure is displayed in reception and available on request.

We will look forward to meeting you.

Jo Adam Stephanie and Amy