

Step by step appointment protocol

1. Single use couch roll to be placed on the bed
2. Client notes to be opened
3. PPE donned as per [Public Health England](#) guidance
4. Fetch client from their vehicle
5. Ask client to use hand sanitiser
6. Client assessment
7. Appropriate treatment and advice
8. Re-book where appropriate
9. Payment – ask to use contactless payment method if available
10. Ask client to use hand sanitiser
11. Direct client to go straight to their vehicle when leaving
12. Dispose of all waste
13. Clean all areas as per the Cleaning Protocol
14. Remove PPE as per [Public Health England](#) guidance and dispose of appropriately
15. Allow room to air for 15 minutes