

# Clinic Update in response to COVID – 19

20<sup>th</sup> May 2020

Although ChromaDerm Aesthetic Clinic remains closed during these unprecedented times, I am continuing to keep all my wonderful existing patients and new patients up to date with any developments to the clinic.

Unfortunately, I remain closed, but hope to plan reopening sometime in July/ August 2020. (Dates to follow)

This is for the safety of both patients and staff.

There will be some operational changes when I open my doors again and there will be some additional measures required to ensure clinical and patient safety.

All healthcare and clinical services have undoubtedly had to change as a result of the Corona Virus and therefore it is essential to develop and process a “New Normal” working in order to safeguard our patients and staff. These changes may well be amended and changed in line with evolving research and national developments, but ChromaDerm will always ensure the safety of all as a priority

## **Prior to your appointment:**

- There will be a series of Covid 19 specific questions and checks which will need to be completed before any appointment can be offered. This will either be undertaken electronically or over the telephone
- You will need to ensure you are fit and well to attend your appointment and should you not feel well on the day of your appointment, you will be expected to cancel

## **On arrival to the clinic:**

- Staff will need to take your temperature on arrival at the clinic
- You will be required to wear an element of PPE which will be supplied on arrival.
- You will need to sanitise your hands before entering the clinic
- You will be required to maintain social distancing in the waiting room and this is currently being planned
- Your appointments will be scheduled to very specific times and unfortunately you will not be able to attend early or late for your appointment. (This ensures I can minimise the number of people in the clinic and additional cleaning in between appointment times)
- You will be required to attend the appointment alone. I am sorry, but I cannot accept additional people into the clinic during your appointment session
- I kindly ask that you bring a drink with you to your appointment as I will be unable to offer light refreshments in the clinic



- Please bring as few personal belongings as possible with you and limit this to 1 small bag only
- There will be no samples/ leaflets or additional reading material accessible, however any resources can be sent remotely (on request)
- We kindly ask that (whenever possible) the toilet/ bathroom is not accessed by our patients during the Appointment. This is to minimise risk to both staff and patients

### Changes to the clinic

- The clinic has undergone a deep clean and is now starting to add additional measures to ensure everyone's safety
- Staff and myself will be wearing additional PPE (for both the safety to you and us)
- There will be social distancing within the waiting room and markings on the floor to direct you
- New Policies and Standard Operating procedures have been implemented, specific to the COVID-19 virus, however ChromaDerm always adheres to strict infection control measures
- Some procedures may not be available on opening (due to the elevated risk)
  - Plasma Fibroblast/ surgical and Plasma Shower
  - PRP

I am sorry if this will cause any disruption to your appointment, but ChromaDerm have to consider the safety of everyone as a priority.

ChromaDerm continue to keep abreast of new developments and will adapt our practice according to National recommendations

I continue to offer remote skin consultations and follow ups on all skin conditions and concerns and if you would like to arrange a suitable appointment, please contact the clinic

I have missed you all greatly and look forward to seeing you all again soon

Thankyou

With Love Donna xx

