



Birmingham Traditional Acupuncture Centre

The clinic is reopening following Covid-19 Safe Guidelines for Patients

We look forward to welcoming you back to BTAC. Thank you for your patience during this very difficult time, we appreciate your support and look forward to supporting you.

As we are sure you are aware, having acupuncture sessions and consultations at the Clinic will include all the necessary and important measures put forward by The British Acupuncture Council in order to ensure both your and our safety. This may feel a bit 'alien' at first, but please know that we will continue to ensure that you have the professional and high quality care that you have come to expect from us.

New Covid-19 Safe procedures

1. Before Your Appointment at the Clinic

We will telephone you the day before your appointment to check on your current health status with regard to Covid-19. If this is your first appointment, we may need to take your case history by Zoom/Skype or telephone in order to minimise the time that you are face to face in the Clinic.

We will also require you to sign a consent form. This will only need to be done once. This will be e-mailed to you however if you are unable to print it our we will have printed copies available at the Clinic. It would be helpful if you could bring your own pen for any writing purposes.

2. Treatment Spacing

We will need to space treatments out, allowing at least 15 minutes between patients, to ensure you don't encounter anyone on arrival and exiting, and to sanitise rooms, surfaces and toilets etc.

3. On Arrival

We request that you stay in your car, or outside, until your exact appointment time. Your practitioner will let you in and escort you straight to the treatment room and ask you to wash your hands. On your first visit you will be asked to sign a consent form. This may have been e-mailed out to you. We request that you bring your own mask, but we can provide one if you don't have one. We will of course also be wearing masks ourselves, for your safety.

4. Toilets

If possible please don't use the toilets at BTAC. If you are able to visit the bathroom before arriving that would be a great help, but if not please request to use it before/after your session, keeping your mask on.

5. Doors, handles, chairs, couches

We request that you touch as little as possible, let us open the doors etc. We will disinfect anything you touch afterwards. The chairs are wipeable and there will be a disinfected box to put your clothes and shoes in. The couches will only have couch roll on and pillow coverings will be changed for each person. We encourage you to bring your own clean blanket to use however we will have a clean blanket for your sole use if needs be. The couches, footstools etc will be wiped down prior to your arrival and after you leave.

6. Sanitising

We will ask you to use hand sanitiser on entering and exiting, and we will of course wash our hands, as always, prior to any physical contact with you and again immediately after.

7. Distancing

Please observe social/physical distancing, currently at minimum 1 metre, when you encounter others in the Clinic. We will only be close to you whilst we take pulses and carry

out the acupuncture procedures and may have to wear a visor if working close to your face. We will then either be standing at 1m distance from you or leaving the room entirely. If we leave the room we will be nearby so please call if you need your practitioner to return.

8. Coughing and Sneezing

Please make sure that if you cough or sneeze that it is into a tissue or the crook of your elbow.

9. Water

We request that you bring your own water bottle in with you if you think you may need a drink.

10. Phones/personal belongings

Once you have entered the building and sanitised your hands please don't touch your phone/personal belongings again as they can be a source of re-infection.

11. Payment/Making Appointments

Payment can be made by card with a chip and pin machine which will be sanitised before and after you have used it. If you wish to pay using a smart phone app or a smart watch then this can be done in a contactless manner.

On our return to clinic we have had to revise our charges with a small increase of £2. Treatments will now be £50 and first appointment/Traditional Diagnosis £70. If this causes you any difficulty please discuss it with your practitioner.

The reception room will be closed. Your next appointment may be arranged in the treatment room before you leave or after your visit by telephone.

This is all going to be quite challenging for everyone! Please bear with us, but it is the best way that we can make your treatment possible whilst ensuring your and others' safety.

If there are any further suggestions that you have or any worries about how treatments might be given please do let us know.

We look forward to welcoming you back into the clinic. Behind those masks we will be practising just the same wonderful system of medicine!