

# Harrogate Health & Beauty

To our valued patient,

We hope this letter finds you and your family in good health. We are looking forward to reopening the clinic and resuming treatments. Due to the fact that we are a clinic led by a medical professional with strict infection control and knowledge of epidemiology, we can now open the clinic with new policies, processes, and procedures in place. Beauty treatments can unfortunately not go ahead until August 1, 2020.

Your safety remains our priority and as a nurse and member of the British Association of Cosmetic Nurses, I recognise the risk associated with delivering medical aesthetic treatments and services. To keep everyone safe in the clinic, we will be introducing new protocols, some of which will be mandatory.

Please take the time to read this information. These protocols will apply to every person who comes to the clinic in the immediate future.

Prior to your appointment, you will receive an Additional Patient Consent for Treatment Form and Pre-Appointment Wellness Screening Checklist. This will be sent by email, completed and signed by yourself and returned by email, if possible. If you are unable to sign and return via email, we will have a form ready for you on arrival at the clinic to sign prior to treatment.

If you are experiencing any symptoms or feel unwell, we will reschedule and delay your appointment for at least 14 days.

- You may be asked pre-screening questions when you arrive at the clinic
- We have hand sanitiser, that you will be asked to use when you enter the clinic
- If you are having a facial treatment, please do not wear makeup
- You will notice that our waiting area will no longer offer magazines or brochures and other items, that are difficult to clean and disinfect
- You will see staff members wearing new personal protective equipment in the treatment room
- We will allow greater time between patients to allow patients to go straight to the treatment room, and allow cleaning between each patient.
- We reduce the number of patients in the clinic at any one time
- We ask patients not to arrive early before the appointment time
- We encourage patients to wear a mask, but this is not mandatory
- We ask patients to attend their appointment alone, no family, friends, or children allowed
- We ask patients to attend without a handbag, shopping, minimum belongings.
- Please have personal items in a pocket
- We are not able to offer drinks such as tea and coffee and if possible bring your own water
- Toilet facilities ideally not used

We have to advise, if there is a second wave of COVID-19, we may not be able to complete follow up appointments.

We hope these measures won't be necessary for a prolonged period of time, and we will communicate when we can remove any or all of these protocols.

We like to say thank you in advance for following these guidelines and protocols and doing your part to keep yourself and others safe. We are very much looking forward to welcoming you into the clinic again in a way that ensures we are able to prioritise the health and wellbeing of everyone.

We value your trust and loyalty.

Kindest regards,  
Bente