

- You/your child will be seen by a qualified Registered Osteopath Helena Greenwood MA Cantab BScHons(Ost), PgDip (who has been DBS checked & undertaken significant postgraduate training in the assessment & treatment of both adults & children)
- Prior to attending at the clinic, Helena will need to go through a screening call with you to ensure that it is safe and appropriate (both for you/your child as the patient & for Helena as the osteopath) for a face-to-face treatment based on your/your child's individual health risk factors & any possible COVID-19 exposure to go ahead; the outcome of this discussion and your consent to face-to-face treatment if appropriate will be recorded in your notes
- Helena needs to know about your/your child's health past and present to put the current problem into context and to ensure any treatment given is appropriate for you/your child; this part of the assessment will be completed by telephone/video call prior to the appointment at a time convenient to you
- You/your child may be asked to undress down to underwear, if you are uncomfortable about this please let Helena know so she can make accommodations; if you prefer to wear t-shirt & shorts that will be fine
- Adults may bring a chaperone, this should be someone from your own household if possible; any adult who may lack capacity should have someone with them but please note it is not possible for an adult to consent on another adult's behalf, capacity of the person to consent to treatment will be judged by Helena on the day
- Any child under 16 must be accompanied by one parent or legal guardian at every appointment as only someone with parental rights can consent on behalf of a child for assessment & treatment
- All adults attending, whether patient or chaperone, will be requested to wear a mask - if you do not have your own, the clinic will provide one (children under 11 will not be required to wear one but may choose to do so)
- During examination, you/your child may be asked to perform simple movements to help Helena understand the problem; further assessment may be conducted sitting/lying on the examination table, this may include taking blood pressure, reflexes, joint or muscle testing or other procedures
- Please do not hesitate to ask Helena to stop the consultation/treatment and explain anything she says or does at any time during the appointment
- Helena will discuss the assessment and her treatment plan of you/your child with you before commencing, including possible risks and side effects as well as potential benefits
- Your consent to your/your child's treatment plan will be recorded in your notes before going ahead and you will also be asked for consent to specific techniques such as manipulation (high velocity thrust, often called 'clicking' by some, used in adults only), your consent or preference for or against any particular techniques for you/your child will also be recorded in the notes
- In most cases treatment will be given but if Helena thinks that osteopathic treatment or a particular technique is not appropriate for you/your child, she will discuss options and agree a course of action with you
- Serious side effects are rare with osteopathic treatment, but people respond differently to osteopathy, some people feel uncomfortable for up to 48 hours after osteopathic treatment, babies/children may behave differently. If this applies to you/your child or you have any concerns, please ring Helena to get advice or see your GP/go to A&E if your concerns are serious
- After treatment, advice and exercises may be given to support recovery or prevent reoccurrence
- Some conditions resolve very quickly, others may take a few sessions, Helena can generally give an idea of this at the first or second appointment and progress will be reviewed with you regularly
- It may be helpful during the course of your/your child's treatment for Helena to inform your GP or request details of your/your child's medical history, your specific consent will be requested if this applies
- You can withdraw consent for examination/treatment at any point - Helena reserves the right to charge a fee for her opinion and time, even if no treatment has been given
- Any information that you give is confidential and will not be disclosed to anyone else without your consent except where there is a risk of harm to yourself or another person, or if the patient is a child at risk, or in the case of Covid-19 where your contact (but not medical) details are requested via NHS Track & Trace in which case Helena is legally obliged to provide the information and/or inform the relevant agencies.

If you develop symptoms of COVID-19 within 14 days of attending the clinic and/or test positive following development of symptoms, please follow Government guidelines on self-isolating for 14 days plus advise Helena as soon as possible so she can meet her legal & professional obligations & protect other patients.