

OUR NEW SAFETY MEASURES

AT PHOENIX MENTAL HEALTH SERVICES

WHILE WE STILL OFFER REMOTE CONSULTATIONS, SOME OF OUR CLINICIANS ARE OFFERING FACE-TO-FACE APPOINTMENTS



You must **not** attend your appointment if you have symptoms or if you should be self-isolating.



While you will still be greeted with a smile, some of our staff may be wearing masks.



While we understand that you would like to bring someone with you to your appointment, please attend alone, unless agreed otherwise before the appointment.



To avoid having a busy waiting room, we ask that you arrive at the correct time for your appointment.

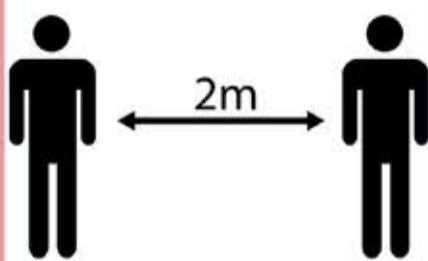
This will be exactly on time for regular patients and 5 minutes prior for new patients, to complete paperwork.



We offer hand sanitiser upon entry into the clinic.



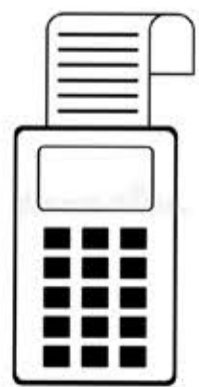
Whilst waiting for your appointment, you are more than welcome to wear a mask, but some of our clinicians may require you to remove it for the actual consultation (where you will be seated more than 2m away). Other clinicians will require that you wear a mask, so please bring one with you to your appointment.



Social distancing is set up in the consultation room where you and the clinician will maintain 2 metres' distance at all times.



A weekly deep clean is carried out and additional cleaning between patients.



In some cases, we ask that you make payment before the appointment. This would be our preference for face-to-face appointments too.



If you are unsure about any of our new measures, please get in contact.



Phoenix
mental health services



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