

**sapphire** aesthetics  
beautification

*Putting health first.*

# COVID SECURE AT SAPPHIRE AESTHETICS

## A Patient Guide

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# PROCESSES PUT IN PLACE TO PROTECT YOU

- Staff Screening daily for symptoms and temperature.
- Staff training on COVID-19 and infection control.
- Appropriate PPE for all staff – disposable gloves, aprons, disposable masks and eye protection.
- Clinic layout changes to allow for social distancing wherever possible. Protective perspex screen on reception and during consultation.
- Soft furnishings, magazines and leaflets have been temporarily removed. 😞
- Regular audits.
- Fogging of all areas, including reception and treatment rooms, will take place between each patient and at the end of each day.
- If numbing cream is required we have 2 options:
  - 1) Collect the cream before treatment and numb at home.
  - 2) If you prefer to numb yourself in clinic, a separate room is available for you. This room will be cleaned thoroughly before and after use.





# CLINIC LAYOUT CHANGES TO PROTECT YOU

- Clear signage on arrival to the clinic.
- Perspex screen at reception desk.
- Separation of seatings to allow for social distancing between patients by creating 2 separate waiting areas.
- Hand sanitisers at entrance as well as throughout the clinic.
- Disposable masks at entrance and bin for disposal of masks at exit.



For more information, visit  
<https://sapphireaesthetics.co.uk/>

# APPOINTMENTS

- Clinic visits strictly by prior arrangement only.
- Consultations will continue to take place in clinic with the new provision of protective screens and PPE.
- Appointment times will be staggered to minimise contact between patients.
- Please arrive on time and wait for Laura or Kath to come and greet you in the car park.
- Patients will have to attend the clinic alone and only at the appointment time.
- Any persons accompanying you may wait in the car in the car park.
- To ensure a safe, efficient environment, you will notice appointments are different to normal with no coffee or time to chat. We thank you for your understanding.

continued...

## APPOINTMENTS continued...

- Patients in the vulnerable group are advised to defer their appointments or treatments – age over 70, severe diabetes, severe hypertension, severe heart disease, severe obesity, severe respiratory disease, undergoing cancer treatments, and others.
- We request that everyone wears a mask. There will be masks available at the entrance if you do not have one.
- A text message will be sent to you prior to your appointment. The Text message will contain a link to take you to a Covid-19 Client consent form. This consent form needs to be filled out prior to your appointment. Please click on the link in the text message, fill out the form and submit it. Once you submit the form you will be taken to the page on our website where this guide is available for you to read with what to expect at the clinic.
- There will be a simple screening process at reception with questions and a temperature will be taken with a contactless infrared thermometer.
- Paperwork will be in digital formats where possible.



# FINALLY

- The health of our staff and patients are our first priority.
- There are clear guidelines from the Government which we have put in place.
- We will continue to monitor the Covid 19 situation and adjust the protocols and processes to meet the changes – <https://www.gov.uk/coronavirus>

Please bear with us during these unusual times. We hope this isn't for long and we can get back to our coffee and chats very soon.

Sending lots of love and positivity to brighter times.

**Emma Tonry-Webb, Medical Director**  
**On behalf of Team Sapphire.**

[Watch a video of what to expect at your next appointment](#)

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