

# COSMETICA — LONDON —

May 2021 Update

## Clinic Protocols And Guidelines COVID-19

To our lovely clients;

The health and safety of our patients and staff are always paramount. We have been busy preparing for the re-opening of our clinic on 12th April 2021 to ensure patients and staff can return to us with confidence.

We have been preparing thorough risk assessments for every aspect of our clinic environment and the patient journey to ensure we provide the cleanest and safest environment possible. We have been in contact with industry experts to ensure that our infection prevention and control measures along with PPE (personal protective equipment) not only complies with current guidelines and protocols but also to minimise any risks of transmission of COVID-19 during treatment sessions.

We will continue to follow the guidelines set out by the government and NHS England and respond to any changes to ensure we comply with all the necessary social distancing and personal protective equipment (PPE) protocols.

For peace of mind and safety to all, staff members will be tested for COVID-19 and will complete a fully CPD Accredited Clinical Safety Course in COVID-19 before returning to work.

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To ensure we can all work safely, the following protocols have been put into place until further notice;

- The clinic door will remain locked at all times. Please ring the doorbell when you arrive.
- All staff and patients will be temperature checked on entering the clinic and advised not to enter if their [temperature is greater than 37.8](#) .
- All patients and staff are advised not to attend our clinic if they are [displaying possible signs of COVID-19](#) or if they should be self-isolating under current government guidelines. Patients and staff will be screened before their appointment to ensure they do not have any COVID-19 symptoms. We reserve the right to refuse entry into the clinic or to have a treatment if you are unwell, or have symptoms in any way.
- It's compulsory to wear the following PPE (personal protective equipment) when you enter the clinic; face mask, and an application of hand sanitiser liquid 80% alcohol.
- Refusal to wear a face mask will result in your appointment being cancelled, and you will be asked to leave and return when the restrictions have been removed unless you are exempt from wearing one.

- PPE waste disposable boxes will be placed in each room and reception and taken for incineration in line with the Offensive Waste guidelines.
- Our clinicians and support staff will wear PPE in keeping with PHE (Public Health England) guidelines and best practice local protocols.
- There is a small risk of a potential reaction after dermal filler treatments in people who have had or may have the COVID-19 vaccine. There is currently a lack of detailed data relating to this. Whilst such reactions are perceived as being very rare, with only a small number of reported cases internationally, there is an increasing understanding of the role of infection in delayed hypersensitivity reactions. If you develop any reactions following your treatment, you may require medication to manage the complication. This may include oral steroid medication, which may lower your immunity to COVID-19 if you have recently been vaccinated. As a precaution, Cosmetica London can not perform any dermal filler treatments on patients who are due to receive vaccination within 2 weeks following treatment or within 3 weeks having received it.
- Social distancing floor signs will be in reception to measure 2m distance for easy reference for the avoidance of doubt.
- Appointments may feel quicker than normal. Practitioners have been advised to keep patients in a room for as little as possible. For this reason, general chatting will be kept to an absolute minimum, but we will always maintain our high level of standards of service.
- Friends or family members can not attend an appointment with you. They will be asked to stay outside.
- If you need assistance for your appointment, you must contact us 48 hours before so we can plan and make it safe for everyone.
- High-risk patients must notify us 48 hours before their appointment, so we are aware.
- We can only accept a certain number of patients in the clinic at any one time. You may be asked to stay outside until someone else leaves.
- You may be asked to make future appointments from a follow-up telephone call instead of at the end of your appointment in reception.
- You must inform us if you have been to the clinic, then fall ill with any COVID-19 symptoms.
- We will not be serving hot drinks or providing sweets or biscuits. Water will be provided with disposable cups.
- Between each patient, we will allow 10 minutes to deep clean all surfaces using virucidal disinfectant and change the necessary PPE.
- We will be operating a significantly reduced service to minimise the number of patients and staff in the clinic at one time. Please be patient, and understanding towards our staff members in this new way of living and working.
- A strict schedule and timekeeping are essential. We ask you to arrive 5 mins before your appointment.
- Cash will still be accepted, but cards payments are preferred.
- Please check these guidelines regularly for any updates prior to making and coming for appointments.

With best wishes, The Cosmetica Team x