



CiONE's STATEMENT ABOUT...

COVID – 19

'CORONAVIRUS'

Update - We Are OPENING Our Loughborough Clinic.

MAY 26, 2020

BY CiONE POSTURAL REJUVENATION

COVID-19 UPDATE – 26th May 2020.

We would like to update all our patients on the **CiONE Wellness Centre**. We are pleased to announce we will be **re-opening** our Loughborough clinic on the **26th of May**. This will be initially in a very different format working specific hours to protect the safety of our patients and team. **All Communication will remain by EMAIL ONLY until we open our full operation.**



REGISTERED ADDRESS: CIONE WELLNESS CENTRE LTD, 1A CHURCHGATE MEWS, LOUGHBOROUGH, LEICESTER, LE11 1TZ
COMPANY NO: 05965233 VAT NO: 992371196

Unfortunately our **London clinic** still remains **closed** at this time. We will update you as and when this changes. Should any London patients wish to make an appointment at our Loughborough clinic please email the team directly at contactus@cionewellnesscentre.com.

We have been monitoring and acting on the ever-changing guidelines issued by Public Health England, and the Government to ensure we offer the best and safest environment for all patients and clinicians. We here at CiONE have devised a strategy and plan to run the clinic with all the intense hygiene requirements in place including **PPE** (Personal Protective Equipment) for all treating clinicians and patients, whilst adhering to the 'social distancing' and 'separation' of patients within the clinic that is required. Our current planning and actions mean we are now able to offer appointments on a 'small staged basis' to begin with, ensuring we have the necessary measures in place to protect you, our team, community and NHS.

We will contact all patients directly over the next **four to six weeks**, giving the first priority to patients who have had appointments and assessments cancelled/rescheduled during this lockdown period. However to protect our staff and patients, if you are suffering from any COVID-19 symptoms please **DO NOT** attend the clinic and follow the recent government advice on self-isolation and make sure you receive a test. Any patients displaying **COVID-19** symptoms will not be allowed into the clinic and we will have checks in place to monitor this. We hope you understand that this is vitally important to protect patients, staff and contain the virus.

The exciting news is we have now created a new patient booking schedule managed directly and closely by our team. This is to make sure all patients are safe and we will only allow two patients in the clinic at any one time, with social distancing in practice. All postural assessments will now take place at either 12:00 or 13:00 for the next 4 weeks, to ensure you are given the correct amount of time to be assessed safely. Moreover, we will offer a small amount of follow up appointments taking place at 10:00, 11:00 or 12:00 as we slowly expand the clinic back to a full capacity. Patient wellbeing is paramount and we are confident our new measures will ensure a safe environment for you to be assessed and treated without worry whether you are a new or existing patient. We are here to support you, so please email the team directly at contactus@cionewellnesscentre.com should you have any questions.

All **COMMUNICATION** will be by **EMAIL ONLY** initially, as we work towards rolling out our full operation. Therefore please do not call the clinic directly as the phone line will not be answered/monitored. We will aim to respond to all emails within 48 hours excluding weekends. This is necessary to help our team handle the high



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volume of enquiries we are receiving from patients. We will update you accordingly as and when this changes and we appreciate your understanding on this matter.

We will be reviewing our procedures on a weekly basis to ensure we operating efficiently and with the safety of our patients at the heart of every decision. All updates about the clinic and our procedures will be posted on our website and Facebook page.

We would like to take the opportunity to thank you for your ongoing support during this difficult time. The messages we have received are touching and truly appreciated.

Stay alert, control the virus and save lives.

Kindest regards,

The CiONE Wellness Team.



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