

VENUS

MEDICAL

KEEPING EVERYONE SAFE

HEALTH AND SAFETY PROTOCOLS AT VENUS MEDICAL DURING THE COVID 19 PANDEMIC

UPDATED DECEMBER 2020

THINGS YOU SHOULD KNOW
WHEN YOU MAKE A BOOKING



HEALTH AND SAFETY PRECAUTIONS AT VENUS MEDICAL



UPDATE DECEMBER 2020

We've added an extra, important layer of safety at our clinic. For all patients whose visit to the clinic is expected to last more than 15 minutes, we will be doing a rapid COVID-19 antigen test on arrival at a cost of €15. All staff at Venus Medical are also tested weekly. For more information on this type of testing, visit www.pkmedica.ie. We believe this is an important contribution to keeping you safe and helping to suppress the spread of COVID-19 in cases where people have no symptoms. Please note, if you have symptoms, you must not attend (see below).

At Venus Medical, your safety is our priority. We want you to be familiar with our new protocols at the clinic and know what to expect when you're coming in for your appointments and treatments.



SYMPTOMS

If you have had **any** of the following symptoms or have been in close contact with anybody with **any** of the following symptoms within the last 14 days, please call the clinic and we will happily reschedule your appointment or treatment:

- Fever
- Chills or sweats
- Cough
- Shortness of breath
- Headache
- Sore throat
- Aches and pains that are new
- Generally feeling unwell



APPOINTMENT TIMES

In order to reduce proximity between visitors to the clinic, we have devised timing protocols that will ensure distancing and improve safety for you. It is important to arrive at your scheduled appointment time. We kindly ask that you arrive at your appointment time and not earlier or later.

If you think you will be more than **5 minutes** late, please call the clinic prior to entering as your appointment may need to be rescheduled. Ideally you should give yourself plenty of time to arrive at the clinic, and if you are a few minutes early, either call the clinic to check if you can enter or wait until your exact appointment time.



VISITORS AND CHILDREN

Only people who have appointments scheduled should come to the clinic. Please do not arrive with friends, family members, or spouses, **even if they too have appointments**. Each person must arrive separately for their appointment. We regret that **children are not permitted** in the clinic until further notice. If you are undergoing a procedure where you cannot drive afterwards, for example if you are receiving sedating medications, someone should be instructed to arrive at a designated time to collect you.



MAKE UP

If you are having a consultation for skin or face procedures, or are undergoing any facial or skin treatment, please do **not** wear makeup to the clinic. Make sure your skin is thoroughly cleansed prior to arriving. Please do not wear earrings or necklaces if you are undergoing treatments for the face or neck.



ACCESSORIES

Please do not bring accessories to the clinic, including handbags. If you absolutely must bring a handbag, or other accessory, it will be placed in a clear plastic bag immediately upon entry to the clinic where you can take it with you afterwards.



ARRIVING AT VENUS MEDICAL

- Don't be surprised to see staff wearing masks—we're smiling underneath!
- First, thoroughly clean your hands using the no-touch alcohol hand sanitiser at reception
- Place your hand bag (if you could not avoid bringing one) into the plastic bag provided
- If you have a coat, place it on the coat rack
- Take a seat before the reception and wait for staff to take your temperature
 - *If you have an elevated temperature you will be advised to go home and we will arrange a different appointment*
 - *If your temperature is normal we will call you in for your consultation or treatment*
- **Testing:** most patients visiting the clinic will require a Rapid Antigen Detection Test (RADT). This is a very quick test called DropTech that uses a nasopharyngeal swab. You will be taken to the relaxation room and swabbed where you will receive results in a few minutes.



PAYMENT

You are encouraged, if possible, to pay by card (credit or debit) rather than by cash. Credit or debit card details are required to secure all appointments. The consultation fee is €90 and this will be processed 24 hours before your consultation. If you proceed with a treatment on the day of your consultation, this €90 will be deducted from the total fee. If you wish to receive a receipt we encourage you to have this emailed to you to avoid physical receipts.



BOOKING

You can schedule your next appointment with reception before leaving or one of the Venus Team will call you to arrange.



TREATMENTS

All treatments will be performed with care and attention to detail as always. Staff will be wearing masks and eye goggles when appropriate. Masks will be worn during treatments and consultations. Staff will be wearing gloves during treatments as usual.



CONSENT

Consent is required for all procedures. To avoid, where possible, physical contact with paper consent forms and iPad devices, we will be sending via email consent forms for all scheduled and planned procedures. This protocols document will also be included. We ask you to review this document and the consent form(s) and simply reply to the email with the following text: *I have read and understand the health and safety protocols and consent(s) and I agree*, followed by your name.



FLOW

After your consultation, treatment or procedure, please make your way to reception. Makeup should not be applied after treatments in the clinic. Our aim is to avoid encounters between patients to optimise safety for you and other visitors to Venus Medical.



WAITING

If you are undergoing treatments that require you to wait, such as relaxing medication, numbing cream, or waiting for someone to pick you up after a larger procedure like VASER body contouring, you will be waiting in the relaxation room away from other traffic within the clinic.



DRESSING

If you are scheduled for a procedure that requires you to undress and wait, such as VASER body contouring, FaceTite, and the One-Stitch Facelift, we will provide single-use disposable patient gowns. Please also bring in **your own** dressing gown and slippers to keep you warm while you are waiting. We will not be providing dressing gowns and slippers until further notice.

STAYING WELL

The protocols outlined here have your safety, the safety of staff, and everyone entering Venus Medical in mind. Appointment times have been spaced such that staff can perform thorough cleaning and disinfection between each patient. All surfaces will frequently be cleaned with isopropyl alcohol. Each staff member will have temperature checks twice a day. We are lucky that we have very few staff at Venus Medical and the ability to see patients one at a time based on appointment only.





VENUS

M E D I C A L

STEPS FOR SAFETY SUMMARY

01

ANY SYMPTOMS OR CONTACT **14 DAYS**
→ CALL AND RESCHEDULE!

02

ARRIVE AT YOUR **PRECISE** TIME!

03

COME ALONE!

04

COME WITHOUT MAKE-UP
AND HAND BAGS

05

HELLO - HANDS - HANG COAT - TEMP

06

PAY BY CARD

07

SCHEDULE OVER PHONE

08

MASKS ARE OKAY

09

CONSENT ON EMAIL

10

IN-OUT BEAUTY

11

WAITING SEPARATELY

12

GOWN AND SLIPPERS