

Standard Operating Procedure No. 6:

Communications with Clients

No	Communications with Clients	Yes/No	Action Required
1	Appointments only (Cold calling to Practice disallowed)		
2	Policy and Procedures sent to the client only on request		
3	Call clients to complete a Pre-Appointment Screening		
4	Recheck the COVID-19 symptoms before clients enters Practice.		
5	Inform clients of procedure for treatment e.g. masks etc.		
6	Inform clients at pre-screening of payment procedures and take payment at time of booking the appointment		

Dates Checked: _____

IPC Officer Checked Date: _____