2 December 2021

*This document provides some guidance based on the current Protection Framework rules as we understand them. The advice we provide is general in nature and is not a substitute for legal advice. You should seek advice from a lawyer should you wish to understand how the rules apply to your specific circumstances. Your communication should include all relevant information that you can provide to client particularly if you have made changes to the way you practice.*

Guidance for PodiatryNZ members
Communicating with clients - setting expectations

PodiatryNZ believes that its member adheres to the highest principles of service delivery and want to deliver the best services in accordance with the rules and regulations established by the Health System – *Advance the quality of and access to Podiatry.*

This pandemic is challenging. We urge members to consider the importance of simple, clear communication with clients. At this time, providing clients with increased information related to their appointments in this COVID climate is essential.

Reset your phone and website messages

Reset your answer phone message or rewrite the script for the person who answers your phone. Update your website home page.

# The following may help you to write your own message.

Our clinic(s) is/are open and adhering to the highest standards of health and safety practices. All our staff are fully vaccinated, and we are fully compliant with the NZ Government and Ministry of Health guidelines This is to ensure that you, our valuable client, is kept safe during your appointment with us.

For appointment confirmation, you may find the following helpful

Sample Scripts for emails, texts or over the phone.

# To our valued client \_ Your next visit may look and feel a little bit different

Our clinic(s) is/are open and adhering to the highest standards of health and safety practices. All our staff are fully vaccinated, and we are fully compliant with the NZ Government and Ministry of Health guidelines This is to ensure that you, our valuable client, is kept safe during your appointment with us.

# To keep you and our staff safe, we require the following from you.

1. To wear a mask to your appointment.
2. To arrive no more than 5 minutes before the time of your appointment (this will help with social distancing)
3. To sign in using the Covid Tracer App or by filling in the form available.
4. Bring no more than one support person with you.
5. To pay by direct debit, debit or credit card as we no longer accept cash.