

# COVID-19

## Opening up Physiotherapy Services Flowchart

Correct as of 8 July 2020

**A new patient makes contact / is referred to your service or an existing patient requires a follow-up**

**Triage remotely to include COVID screening, clinical triage and patient preference**

High-risk patient  
or situation (COVID).  
Risk > Benefit

Intervention can delivered  
without F2F/ can be  
dealt with virtually.

Clinically reasoned that it is appropriate to  
offer a F2F appointment. Benefit > Risk

**Deliver advice, intervention and  
self-management by virtual means.  
Document your treatment as normal.**

**Undertake shared decision-making  
and seek consent with your patient to  
offer a f2f appointment.  
Ensure you have all the appropriate  
measures in place – see 7 factor checklist.  
Document your treatment as normal.**