

23 January 2022

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

This pandemic is challenging. We urge members to consider the importance of simple, clear communication with clients. Providing clients with increased information related to their appointments in this COVID climate is essential to ensure they are confident in keeping appointments.

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) 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) 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 includes additional cleaning. This is to ensure that you, our valuable client, are kept safe during your appointment with us.

To keep you and us safe, we require the following from you.

1. To wear a mask to and during 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. To 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.

Make sure all clients are screened prior to arriving for an appointment

You may also like to send an email or text to confirm. Be bold in a short text regarding your expectations.

*"I recently had a text reminder from a Surgeon that said:
Please reply "Y" to confirm that you are double vaccinated and
that you will be attending your appointment.*

*Potentially not 100% complying with the letter of the law,
however it conveys your expectation and provides an
opportunity for your client to raise their concerns with you."*