



A PARTNERSHIP IN PRACTICE

This is an important communication from Promed ahead of an upcoming appointment at your practice.

We wish to inform you about the safety guidelines and procedures introduced by Promed resulting from the current outbreak of Covid-19 in Ireland. The safety of our engineers and customers is our priority, and with your assistance we believe we can safely visit your practice to complete all necessary work.

Customer Guidelines

1. When greeting our engineer, please maintain at least 2 meters (6 feet) distance between yourself and the engineer at all times.
2. Please do not take or give any paper documents to the engineer.
3. All equipment to be wiped down prior to the engineer arriving onsite with sanitizer wipes and placed in one room where possible.
4. Ensure all used single use consumables have been removed and disposed of prior to the engineer going onsite examples include ear probes covers, nebuliser masks.

Engineer Guidelines

To ensure your safety, the following hygiene measures will be taken by our engineer when visiting your practice.

1. Protective disposable gloves will be worn whilst onsite.
2. The Promed installer will have his own water and hand washing basin in his van.
3. A face mask will be worn by our engineer if the customer wishes.
4. Hand disinfection will take place before and after the jobs occurs.
5. All equipment touched by the engineer will be wiped down with sanitizer wipes.

Our staff have been advised not to report for work in the event of experiencing flu like symptoms. Additionally, our office staff are currently working from home to maintain new social distancing standards.

If you have any queries in relation to this letter, please telephone 0669790218 in advance of our arrival.

Regards,
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Call us on Freephone (ROI) 1800 619 619