Physiotherapy home visit safety procedure

SOP TEMPLATE

Check this template against your local regulations and your own policies before you use it.

SOP no.		Version		Effective date	
Owner		Approver		Review date	

Purpose

To keep clinicians safe when they work alone in patients' homes.

Scope

Every home, aged care or community visit by any clinician.

Responsibilities

Role	Responsibility
Clinician	Follows the check-in rules and leaves if they feel unsafe.
Receptionist	Screens risks at booking and watches check-ins.
Practice manager	Acts on a missed check-in and reviews incidents.

Procedure

1. **Check risks at booking**

   Ask about dogs, other people at home, access, parking and any history of aggression.

2. **Share the schedule**

   Put each visit's address and time in the shared calendar.

3. **Check in and out**

   Message the clinic on arrival and when you leave each visit.

4. **Look around on arrival**

   Check for hazards such as loose rugs, pets and clutter, and ask for dogs to be secured.

5. **Leave if unsafe**

   If you feel unsafe at any time, end the visit, leave and call the clinic.

   > **Caution:** Your safety comes first. You never need to justify leaving.

6. **Act on a missed check-in**

   If a clinician misses a check-in, call them, then the patient, then the police if you can't reach them.

7. **Report incidents**

   Report any threat, injury or near miss the same day.

Records

- The visit schedule and check-in log.
- Incident reports.

Related documents

- Adverse event procedure

Revision history

Version	Date	What changed	Approved by