

# ACTIVE HEALTH

COVID 19 POLICY

1.2 22/6/20

**INFECTION RISK ASSESSMENT AND MITIGATION**

This document provides a written record of the heightened infection control measures that Active Healthcare Clinic has put into place to ensure the safety of all practitioners and patients during COVID 19.

## **1 WE HAVE ASSESSED OUR PRACTICE FOR RISKS OUTLINED AND PUT IN ADDITIONAL PROCESSES AS DETAILED BELOW.**

**Undertaken a risk assessment** on 17/05/20, this will be next reviewed on the 06/07/20 or if there is a change in government guidance whichever is the sooner.

**Heightened cleaning regimes:** Clinic rooms will be cleaned and disinfected between every patient as will hard surfaces in the reception and washroom area. The washroom and common areas will be cleaned at the end of each session (approx. every 4 hours).

**Increased protection measures:** we have removed all linens from the clinic, changed our chairs to have wipeable surfaces, changed our pillowcases to be wipeable.

**Put in place distancing measures:** distancing measures will be in place in the reception area and we will be staggering appointment start times to limit patients in the reception area, we also ask that people accompanying patients don't wait in the reception area (eg wait in their car). There will be no on-site receptionist. (updated 22/06/20)

**Staff training:** all staff have been trained in the best handwashing procedures, putting on and taking off PPE safely and everyone has been briefed and trained on updated clinic policies and infection control measures.

**Providing remote/telehealth consultations:** All patients will be offered a telehealth/ remote consultation in the first instance. If this does not meet the needs of the patient the practitioner will pre screen the patients before offering a face to face consultation if appropriate. Follow- up/ maintenance appointments will also be offered remotely.

## **2a PROTECTION OF STAFF AND PATIENTS BEFORE THEY VISIT, AND WHEN IN CLINIC.**

We have assessed the following areas of risk in our practice and put in place the following precautions:

**To protect patients:** (introduced 21/05/20)

All practitioners to telephone /video call patients to triage and offer remote consultation in the first instance.

All practitioners to consider taking an initial case history by telephone/video to determine if a face to face consultation is relevant or support can be provided by telehealth consultation.

If a virtual consultation does not meet the needs of the patient, the practitioner of the patient (and chaperone if relevant), will pre-screen the patient by telephone and assess whether:

- The patient has any of the symptoms for Covid19 (eg, high temperature, new or persistent cough, loss of taste, loss of smell)  
<https://www.gov.uk/government/publications/covid-19-stay-at-home-guidance/stay-at-home-guidance-for-households-with-possible-coronavirus-covid-19-infection>
- The patient is extremely clinically vulnerable (eg shielded)  
<https://www.gov.uk/government/publications/guidance-on-shielding-and-protecting-extremely-vulnerable-persons-from-covid-19/guidance-on-shielding-and-protecting-extremely-vulnerable-persons-from-covid-19>
- any additional respiratory symptoms eg asthma, hayfever by asking about medications
- ask if any member of the household had/has symptoms of Covid 19
- if anyone in their household is high risk or is shielded
- been in contact with anyone with suspected/confirmed covid19 in the last 14 days.

### **During the pre-screening call**

All practitioners to inform patients that there is an increased risk of infection with a face to face consultation and to document this along with the patient not experiencing symptoms of Covid 19

On entering the building patients will be asked to use hand sanitiser and given the option to wash their hands.

Patients will be asked to arrive no earlier than 5 mins before their appointment to limit the number of patients in the clinic and allow for social distancing, patients arriving early will be asked to wait in the car or outside the building (observing social distancing). Patients arriving late will still have their appointment finish on time to allow for social distancing and cleaning procedures.

All triage pre-screening information to be recorded in the patient notes by practitioner.

### **To protect practitioners and receptionist. (introduced 21/05/20)**

Have discussed with practitioners any health considerations and people at risk in their household.

Practitioners involved to keep Simeon updated on a weekly basis.

No on-site receptionist until 1/09/20

All practitioners to be responsible for their own PPE

### **Confirmed cases of Covid 19 amongst practitioners or patients. (introduced 21/05/20)**

If a practitioner is tested for Covid 19 we will follow government guidelines described here:

<https://www.gov.uk/government/publications/covid-19-management-of-exposed-healthcare-workers-and-patients-in-hospital-settings>

If a patient advises us that they have developed symptoms of Covid 19 within 2/3 days after visiting the clinic in line with government guidance any practitioner with direct contact with that patient will self-isolate and all other practitioners will be informed. Anyone/patient that may have come into indirect contact will also be

informed and advised to monitor for symptoms (those with indirect contact, with suspected cases of Covid 19 do not need to self-isolate).

**Travel to and from the clinic.** (introduced 21/05/20)

All practitioners either walk to work or travel by car

Patients (and chaperones) who travel by car will be asked to stay in the car until 5 mins before their appointment time at the earliest.

Patients who travel in by public transport will be advised to wait outside until 5 mins before their appointment.

**Entering and Exiting the Building and reception.** (introduced 21/05/20)

All practitioners and patients to enter and exit via the front entrance of the building

The door in the corridor to be left open to avoid contact with door handles.

All practitioners to change into clinic coats trousers etc at the clinic and take home their work clothing in a separate cloth bag for washing.

On entering the building patients will be asked to use hand sanitiser and given the option to wash their hands.

Patients will be asked to arrive no earlier than 5 mins before their appointment to limit the number of patients in the clinic and allow for social distancing, patients arriving early will be asked to wait in the car or outside the building (observing social distancing). Patients arriving late will still have their appointment finish on time to allow for social distancing and cleaning procedures.

**Payments and reception.** (introduced 21/05/20)

Card payments will be encouraged, and payments will be possible to be taken over the phone by a remote working receptionist, contactless payments up to £45.00

**Social/physical distancing measures.** (updated 22/06/20) : distancing measures will be in place in the reception area and we will be staggering appointment start times to limit patients in the reception area, we also ask that people accompanying patients don't wait in the reception area (eg wait in their car). There will be no on-site receptionist.

**Face to Face consultations (in the clinic room),** (introduced 21/05/20)

We have increased the spacing between the practitioner and patient where possible in room 1 and 3, in room 2 it will be up to the practitioner in there to decide if they want to seat the patient the other side of the treatment table to keep the distance or to wear a mask, (also at the discretion of each individual practitioner if they want to wear a mask while taking a case history and/or observing social distancing.

Practitioners advised to use aerosol generating procedures (ie. the supine dog technique and deep breathing techniques) as a last resort and to consider further PPE if these procedures necessary eg visors and goggles.

Only one family member /chaperone allowed per patient if requested by the patient to be present in the treatment room. For Children this is taken as a given. Otherwise family members/drivers to wait in the car/outside.

In the event a parent making an appointment for a child this will be conveyed in the pre-screening call by the practitioner. In the case of an adult the practitioner will inform the patient of our procedures for chaperones/drivers

## **2b HYGIENE MEASURES**

We have assessed the following areas of risk in our practice and put in place the following heightened hygiene measures.

### **Increased sanitisation and cleaning.** (introduced 21/05/20)

70 % alcohol hand sanitisers to be used on entry to the building and to be placed on reception and each of the treatment rooms.

Door entry buzzer, handrail, external door handles (both sides), yale lock and hand sanitiser table to be wiped down in between each patient.

Clinic rooms (treatment room door handle, both sides, plinth, plinth control, patients chair, pillowcases, desk and tabletops and all hard surfaces) will be cleaned and disinfected between every patient, carpeted surfaces sprayed with disinfectant, floor detergents used on vinyl surfaces,. Reception (desk, chairs and card machine) will be cleaned in between each patient using disinfectant wipes and carpeted surfaces using disinfectant spray. The washroom door handles and lock, taps, toilet flush and seat will be cleaned in between each patient. The washroom and common areas will be cleaned at the end of each session (approx. every 4 hours).

All linens have been removed from the clinic, changed our chairs to have wipeable surfaces, changed our pillowcases to be wipeable. All rooms have been de cluttered to aid cleaning.

The door in the corridor will be left open to reduce touch points.

### **Aeration of rooms.** (introduced 21/05/20)

Clinic rooms will be aerated after each patient by opening a window and keeping the door closed for 20 minutes after each patient.

Reception will be aerated by opening the external door in between patients

Fans not to be used in the practice.

### **Practitioner hand hygiene measures.** (introduced 21/05/20)

All practitioners will be bare below the elbow and will be washing their hands and forearms before and after each patient for a minimum of 20 seconds using soap and water, practitioners will also be using hand sanitiser and disposable gloves.

### **Respiratory and cough hygiene.** (introduced 21/05/20)

Posters displayed in the practice eg 'catch it, bin it, kill it'. Single use tissues in every room, lined waste bins, hand sanitiser in each room and common area.

### **Cleaning rota/regimes.** (introduced 21/05/20)

The washroom and common areas will be cleaned at the end of each session (approx. every 4 hours). Carpeted rooms to be vacuumed at the end of each day. Cleaning rota for washroom to be filled in and left in reception.

We would also ask that any patient who develops symptoms of Covid 19 within 2/3 days of a treatment to contact the practice.

## **3 PERSONAL PROTECTIVE EQUIPMENT (PPE)** (introduced 21/05/20)

All individual practitioners will be responsible for theirs and their patients PPE

**Practitioners at the clinic will wear the following PPE:** single use nitrile gloves and plastic aprons with each patient, Fluid resistant surgical masks (or higher grade) and eye protection (either visor or goggles) if there is a risk of droplet transmission entering the eyes.

**PPE will be replaced** if potentially contaminated, damaged, damp, or difficult to breathe through.

All PPE to be replaced at the end of a session (approx. 4 hours)

No on- site reception in the first phase of opening to be reviewed monthly

**All patients** will be asked to wear fluid resistant masks for their treatment.

If for any reason the waiting area appears busy patients will be given their masks before entering the treatment room.

**All PPE to be removed following the correct procedures** and to be double bagged and left for 72 hours before placing in the normal waste. All cleaning wipes and cloths to be disposed of with the PPE and with the same procedures.

#### **4 COMMUNICATING WITH PATIENTS**

**Publishing the updated clinic policy:** This will be available on request via email and a hard copy to be kept behind reception. We will also make this available on a Covid 19 section on our website. We will also provide a link to the policy on our website from our confirmation emails.

**We will also email** the overview of what we have done to adapt the practice and mitigate risk in view of Covid 19 to our existing patient list with a link again to our clinic policy.

This will be next updated on the 6/06/20 or upon new government guidance whichever is the sooner.

**Pre- appointment screening calls.** After the initial telephone call to the receptionist or online appointment booking, the practitioner will be informed and advised to call the patient.

The receptionist will be trained to advise the prospective patients to not attend if having symptoms of Covid 19 or if they or anyone in their household has had symptoms of Covid 19 in the last 14 days or been in contact with anyone with symptoms of Covid 19 in the last 14 days

**We will also display posters** in the clinic on how to wash your hand /catch It, bin it, kill it, don't enter the practice with symptoms of Covid 19.

We would also ask that any patient who develops symptoms of Covid 19 within 2/3 days of a treatment to contact the practice.