



## Patient Guide to COVID-19

Emsworth Osteopaths would like you to feel confident in attending your appointment. We will stringently clean between each patient and wear PPE, we will also ask you to wear a mask. We have followed government guidance on managing the risk of COVID-19 and implemented safer working practice.

Please read this document and then decide whether telehealth would be a better option for you. A face-to-face appointment carries more risk of COVID-19 transmission as you will be in close contact for more than 15 minutes and because treatment/examination involves direct contact. Please ask yourself this question “does the benefit of treatment outweigh the risk of COVID-19?”

<b>Protection measures before face-to-face appointment</b>	
	Mitigation of risk
Pre-screen before face-to-face appt	<ul style="list-style-type: none"> <li>• Appointment offered if patient fits criteria for treatment</li> <li>• Screening questions asked and consent given</li> <li>• Practitioner will self screen daily</li> </ul>
Patient joining information	<ul style="list-style-type: none"> <li>• Arrive no earlier than 5 minutes</li> <li>• Bring minimal possessions</li> <li>• Attend alone if possible e.g if chaperone required</li> <li>• Contactless payment</li> <li>• Only use toilet facilities if necessary, cleaning protocol cannot be fully applied to the communal areas of the building</li> <li>• Do not attend if feel unwell</li> <li>• Door to treatment room left open</li> <li>• Hand sanitizer for 1 minute, put on a mask provided and take a seat</li> </ul>
Travel to and from clinic	<ul style="list-style-type: none"> <li>• Patients to avoid public transport where possible</li> <li>• Staff will not use public transport</li> </ul>
<b>Protection measures at face to face appointment, including social distancing and hygiene</b>	
Arrival/exit of clinic building	<ul style="list-style-type: none"> <li>• Appointments spaced to avoid passing in the corridor</li> <li>• Staff enter building and use hand sanitiser by front door</li> <li>• No waiting room available</li> </ul>
Face to face appointment - protecting patients/staff	<ul style="list-style-type: none"> <li>• Staff to enter, wash hands and change into uniform/PPE in line with guidance</li> <li>• Screening questions (documented), taking of temperature</li> <li>• Return home if they have any signs/symptoms of COVID-19</li> <li>• 2 metre distance maintained except during examination and treatment</li> </ul>
Direct contact during appt	<ul style="list-style-type: none"> <li>• Where possible choose treatment techniques that require less contact e.g acupuncture, massage tools</li> </ul>
Confirmed and suspected cases of COVID 19 amongst staff or patients	<ul style="list-style-type: none"> <li>• Shut room if suspect COVID-19 min 3 hours, then deep clean</li> <li>• Patients to inform us if they have COVID-19 symptoms within 2 days of appt</li> <li>• Current guidance states staff who wearing full PPE do not have to self-isolate</li> <li>• Patients who had indirect contact i.e attended clinic at that time will be advised</li> <li>• If patients or staff experience symptoms they should self-isolate and seek testing</li> <li>• Consider courtesy call to patients who attended between the time of seeing the case and the following 2 days/time it was reported. Risk is very small</li> <li>• This guidance is subject to change <i>Updated: 29 May 2020</i></li> </ul>

<b>Standard Infection Control Procedures</b>	
	Mitigation measures
Aeration	<ul style="list-style-type: none"> <li>After each patient, window open and door closed 20 mins</li> </ul>
Increased sanitisation and cleaning	<ul style="list-style-type: none"> <li>Hand sanitiser (60% alcohol min) and hand soaps</li> <li>Pedal bin with lid available for waste hygiene</li> <li>Use of fast acting virucidal cleaning agents</li> <li>Clinic decluttered and surfaces clear as possible</li> <li>Furniture and pillows replaced to easy wipe clean</li> <li>Clean blanket allocated for sole use of each patient</li> </ul>
Hand hygiene	<ul style="list-style-type: none"> <li>Sink to be plumbed in with elbow operated taps</li> <li>Forearm and hand washing before/after patients, 20 seconds</li> <li>Use of gloves and hand sanitiser</li> </ul>
Cleaning after each patient	<ul style="list-style-type: none"> <li>Treatment couch, desk, chairs, table, filing cabinet and other surfaces, any equipment used</li> <li>Door handles, door entry system, bin lids, switches</li> <li>Wash basin, taps, hand towel dispenser</li> <li>Any surface with direct contact e.g door frame</li> </ul>
Cleaning twice daily - before morning and afternoon session	<ul style="list-style-type: none"> <li>Cleaner wears PPE</li> <li>Clean communal toilets and wash basin</li> <li>Clean door entry system and door handle, stair bannisters</li> <li>Put bin liners into bins (as required)</li> <li>Clean any surfaces touched by staff before donning PPE</li> </ul>
Cleaning at end of day	<ul style="list-style-type: none"> <li>Clean all surfaces, empty bins and clean</li> <li>Waste/laundry double bagged, stored 72 hours then disposed</li> <li>Laundry to be at 60 degrees plus, half drum</li> <li>Steam clean carpet</li> </ul>
Weekly cleaning	Deep clean - as above and fixtures/fittings, lamps, blinds etc

<b>Personal Protective Equipment Policy</b>	
Clinicians will wear the following	<ul style="list-style-type: none"> <li>For each patient wear single-use gloves (disposable) and single use aprons</li> <li>Fluid-resistant surgical masks (or higher grade if necessary) and goggles</li> </ul>
When will PPE be replaced	<ul style="list-style-type: none"> <li>Clothing will be changed as required or where direct contact occurs</li> <li>Every 4 hours or sooner e.g if single use or if contaminated</li> </ul>
Patients asked to wear the following	<ul style="list-style-type: none"> <li>All patients will be asked to wear fluid-resistant surgical masks and these will be provided</li> </ul>
PPE storage and disposal	<ul style="list-style-type: none"> <li>PPE stored in a clean, sterile area</li> <li>Double-plastic bagged and left for 72 hours before removal</li> <li>Laundry bagged, left for 72 hours, laundered at 60 degrees plus</li> </ul>
Donning routine	<ul style="list-style-type: none"> <li>Clean hands, don apron, mask, eye protection</li> <li>Write notes glove free to decrease cross infection</li> <li>Wash hands, don gloves</li> </ul>
Doffing routine	<ul style="list-style-type: none"> <li>Gloves (reversed)</li> <li>Wash hands and forearms, write up notes</li> <li>Doff apron, eye protection, clean hands, doff mask, clean hands</li> </ul>