

June 26, 2020

July 6th BNMC Clinics Clinical Safety Guidelines and Protocols for COVID-19

We have implemented safety measures and guidelines for step-by-step reopening to maintain a safe environment for patients, staff, faculty and students at our campus and satellite (external) clinics. There may be delay in the opening of the satellite clinics and dates will be posted prior to in-person care starting again at these sites. This plan is based on the available information at the time of writing and will be reviewed regularly as circumstances change.

The following priorities inform all actions towards resuming non-emergent care at BNMC and the satellite external sites:

1. Minimize the risk of COVID-19 and other illness transmission to patients, students, faculty, and staff
2. Provide non-emergent health care for patients of Boucher clinics
3. Provide practical educational experience for students where/when safe to do so

The overall aim of the protocols we have implemented is to reduce potential coronavirus transmission by:

- Required ongoing assessment for signs of COVID-19 related illness in all persons entering the clinic
- Only providing in-person treatment if deemed necessary by the Doctor
 - Recommending tele-medicine for all other care
- Following Hand Hygiene requirements
- Wearing masks by all persons while on site
- Appropriate use of other personal protective equipment (PPE) as required:
 - Enhanced (N95) masks when required
 - Gowns when required
 - Wearing glove for all hands on treatments
- Reducing all physical, non-treatment related interactions amongst all people within the clinic environment
- Enhanced cleaning protocols of clinic

The provided guidelines are outlined for the Campus clinic. Satellite sites will follow the same standards (at a minimum) of safety and requirements will be established and implemented in consultation with the external satellite clinic managers.

Our clinic reopening guidelines for COVID-19 are posted on our clinic website:
boucherclinic.org

Patient information for In-Person Care

General Guidelines

Until further notice, everyone who enters the on campus clinic (BNMC) or one of Boucher's Satellite Clinics will be screened for COVID-19 symptoms prior to entry. This will include:

- Forehead Temperature assessment
 - Temperature over 37.8C will be denied entry
- BCCDC Covid Assessment tool <https://bc.thrive.health/covid19/en> or similar
 - Answer of YES to ANY Questions will be denied entry and sent home

Any patient with COVID-19 like symptoms should self-isolate and not attend in-person appointments. They will not be permitted in the clinic

- Patients will be rescheduled for a later date or scheduled for tele-medicine
- Symptoms of COVID-19:
Symptoms are similar to other respiratory illnesses and seasonal allergies. COVID-19 Symptoms may range from mild to severe. An appointment must be cancelled immediately if either the patient or the therapist presents with even mild symptoms that may be signs of COVID-19 including:
 - Fever
 - Cough
 - Chills
 - Shortness of breath
 - Sore throat or pain with swallowing
 - Stuffy or runny nose
 - Loss of sense of smell
 - Headache
 - Fatigue
 - Loss of appetite

Physical distancing will be maintained whenever possible, and all staff, faculty, students and patients will be required to wear masks or face coverings while on campus and in clinic.

- Please follow all provided signage and direction by staff/faculty/clinicians to help maintain physical distancing
- Only the patient scheduled will be allowed on site:
 - Spacing does not allow for more than 2 people in the treatment room for any length of time
 - Supervisors will enter to oversee treatment for the minimum time required
 - Companions should remain outside of the facility and not accompany the patient unless they are a parent/guardian of the patient or if they are a true caregiver and need to assist the patient
 - If absolutely necessary to have a person with you, they will be subject to same screening criteria, and if they do not meet the entrance requirements, you will not be permitted into the clinic

Anyone who has attended the clinic and develops symptoms within 14 days should alert the clinic manager and the CMO immediately by calling 604 540 2873 or emailing

kfairman@binm.org.

There will be a reduced number of rotations in the clinic to provide in-person care:

- All patients (including new patients) must first have a telemedicine appointment
 - The Naturopathic doctor assigned to their care must deem that the benefit of in-person treatment outweighs any potential risks (including virus transmission) prior to commencing in-person care.

Visit start times will be staggered, and patients will be expected to arrive on time to be screened and will be taken directly to a treatment room upon arrival:

- There may be a queue for clinic entry in the concourse, please maintain social distancing as indicated by the floor markers
- There will be limited time in the waiting area inside the clinic
- Patients who are late may have to be rescheduled
- Patient Follow up visits are a maximum of 45 minutes to allow for room sanitization between patients

Tele-medicine visits will be encouraged whenever possible:

- Patients who do not require in person visits and/or high risk patients will be requested to have tele-medicine visits with their care team

Appointment booking:

- Patients will be informed about their responsibilities at the time of booking
 - Patients must confirm that they have not been in contact with anyone displaying illness, or signs and symptoms of COVID-19 within 14 days prior to in-person care
 - Patients must confirm that they are not exhibiting any symptoms prior to in-person care
 - Patients with higher risk profiles and/or weakened immune systems should consider alternatives for care and postpone treatment
 - Masks must be worn at all times within the clinic
 - If the patient has a mask, they are asked to bring it with them and wear it when they arrive on campus.
 - If the patient does not have a mask, a mask will be provided and they will be asked to wear it upon entering the clinic.
- A reminder notice (call/text/email) will be done 48 hours prior to the booked appointment
 - the patient will be reminded of these guidelines and their appointment will be rescheduled or changed to Tele-medicine if they are experiencing any symptoms
- Patients who develop even mild illness or symptoms should cancel in-person appointments, even without notice
 - They will not be charged a late cancellation fee if they cancel due to illness.
 - Patients should stay home and call 811 if they are experiencing symptoms

Hand hygiene for Patients entering clinic:

- On entering the clinic
 - please use the alcohol based hand sanitizer provided
- On leaving the examination/procedure room
 - please use the alcohol based hand sanitizer provided
- After using the washroom:
 - Wash hands for a minimum of 20 seconds with soap and warm water
 - Use a disposable paper towel to open the door
- After using a tissue:
 - Wash hands for a minimum of 20 seconds with soap and warm water or
 - Use alcohol based hand sanitizer
- After coughing or sneezing:
 - Wash hands for a minimum of 20 seconds with soap and warm water or
 - Use alcohol based hand sanitizer

Personal Protective Equipment:

- The clinicians and doctors will wear appropriate PPE at all times in the clinic
- Patients are required to wear a mask in the clinic and while on the Campus or in the Satellite facilities.
 - The mask should only be removed if an examination or treatment must be done on the mouth or nose or the face impeded by the mask.
- If patients have their own fabric mask, they are requested to wear it
 - If they do not have a fabric mask, a single-use mask will be provided to them before entering the clinic

When wearing PPE:

- Avoid touching your mask or eye protection unnecessarily
- If you must touch or adjust your mask or eye protection, perform hand hygiene immediately after

Respiratory Etiquette:

- Cough or sneeze into your elbow sleeve or a tissue even when wearing a mask
- Throw away used tissues and immediately perform hand hygiene
- Refrain from touching your eyes, nose or mouth with unwashed hands

Restroom for Patient Use:

- The restroom has the BCCDD handwashing guidelines posted http://www.bccdc.ca/Health-Professionals-Site/Documents/COVID19_Handwashing%20Poster_MD%20offices.pdf
- Soap and fresh paper towels for drying will be available at all times
- A waste bin is placed next to the restroom door so that patients may use a paper towel to open the door, and then discard it before re-entering the clinic

Check out will be cashless/contactless payment with tap only*:

- Our Point of Sale system with Tap is available for card use
- The machine will be sanitized between each patient

- Receipts will be emailed, not printed whenever possible
- Dispensary items will be bagged and set on the side counter for patients to take away
- For refills, patients will need to follow current protocols:
 - Call the clinic to order the products for pick up
 - Pay over the phone*
 - Arrange a time to pick up their purchase

*if there is reason you must use cash, please contact the clinic ahead of time by calling 604 540 2873

Informed Consent:

As a part of informed consent, patients must commit to understanding that while we've taken all possible measures to minimize risk of viral transmission, the nature of our practices means that physical distancing is not always possible during treatment. In the current environment of COVID-19 risk, informed consent requires that the patient be informed and understands that:

- Any of our treatment services involve some risk of COVID-19 transmission
- The Clinicians, Doctors and Staff are following protocol to help reduce or mitigate risk where possible, but that risk cannot be reduced to zero
- The patient will submit a Covid19 consent to treatment via our EMR system prior to each on site visit
- The patient consents to the treatment despite some risk
- The Clinicians will document the patient's consent in advance before commencing treatment at every visit

Clinic Staff, Clinicians and Clinic Faculty

The Return to Campus guidelines were published by Dr Beasleigh in June and should be referred to for employee questions and student questions regarding academics and the rest of the campus.

Screening:

Everyone who will enter any of the Boucher Clinics (Campus or satellite clinics) will be screened for COVID-19 symptoms at least once daily

- Temperature (forehead) (N: 36.6-37.8C)
 - Temperature over 37.8* will be denied entry
 - Infant 0-2m: over 38.1 C
 - Child 3m-47m: over 37.9 C
 - People 4yr or old: over 37.8 C
- BCCDC Covid Assessment tool <https://bc.thrive.health/covid19/en> or similar
 - Answer of YES to ANY Questions will be denied entry and sent home

Staff/faculty and students should be monitoring themselves daily, and if they have any symptoms, even mild, should not attend clinic

- It is expected that people act responsibly in their daily lives following the guidelines of the BCCDC and P.H.O. of BC in all phases of the BC Restart Plan
- Anyone who has attended the clinic and develops symptoms within 14 days should alert the clinic manager and the CMO immediately

Points of entry will be limited and patient attendance will be managed

- All students, staff, and faculty must enter through the main floor and the screening stations either at the main entrance or at the clinic entrance, whichever is available as first contact point (this will depend on timing of rotations and academic in-person classes)
 - If the student or faculty was assessed previously that day at a screening station, they may enter clinic without a second assessment
 - Any symptomatic person must stay home and attend remotely or take sick days

Considerations for Special Populations:

Older Patients or those with Chronic Illnesses

If an in-person appointment is required for an older patient or patient with a chronic illness, Doctors/Clinicians should:

- recommend that the patient be scheduled for the first appointment of the day
- provide prescriptions for longer periods of time (as long as they have proven relatively stable in recent months).
 - Phone or fax in prescription renewals to patient's preferred pharmacy
- suggest patients that who live alone arrange for a friend to check in on them in the event that they become ill.

Students or faculty who have extenuating circumstances (are at high risk or in immediate contact [live] with persons at high risk) should request in writing to the ADCS (Dr KFY) to provide tele-medicine care at least during July and August 2020.

Physical Distancing:

Physical distancing will be maintained whenever possible, and all staff, faculty, students and patients will be required to wear masks while on campus and in the clinic.

- Only larger treatment rooms used will only (1-8, 14-16)
 - 10, 11, 12 will not be used
- Rooms will be set for maximum distance of student and patient
 - Rooms will only be used for a maximum 45 minutes at a time
 - To allow for sanitizing between patients
 - Clinicians will be assigned 2 rooms to alternate each 45 minutes of in-person visits
- Companions should remain outside of the facility and not accompany the patient unless they are a parent/guardian of the patient or if they are a true caregiver and need to assist the patient and they must also wear a mask and follow guidelines
- Waiting room will have only 4 chairs to maintain distance
 - Ideally patients will not have to spend time in the waiting area
- **PREVIEW/REVIEW** will be done online via google meets with the students in their assigned treatment rooms
 - Alternatively if there is space for Phys Dist the Supervisor room or Intern office may be used at the discretion of the Supervisor

Cleaning and Disinfection:

Regular cleaning and disinfection are essential to preventing the transmission of COVID-19 from contaminated objects and surfaces. Clinic spaces will be cleaned and disinfected in accordance with the BCCDC's Environmental Cleaning and Disinfectants for Clinic Settings document. 15 minutes has been scheduled between patients to allow for thorough cleaning of the treatment room.

Approved disinfecting products:

- Accel, Caviwipes, Cavispray, are approved disinfecting products for clinical settings and will be used in all Boucher Clinics for hard surfaces
- Alcohol wipes may be used on Computers, keyboards and stethoscopes

Medical Equipment and Treatment Rooms:

All non-essential equipment will be removed from treatment rooms and contact areas

Treatment rooms will have:

- 2 wipeable chairs per treatment room
- One Lamp
- One treatment table (except Room 1, 5, 8)
- Essential medical supplies: gloves, cotton swabs, cotton balls, sharps containers, thermometer covers
 - All supplies will be kept in the closed cabinets or covered containers to minimize the risk of contamination
 - No acupuncture needles (even in sealed packaging), IV needles or supplies should be left in the room

Clinicians will be responsible for disinfecting the treatment rooms and equipment after every patient and at the end of their shift using the approved medical grade supplied cleaners for all disinfecting and cleaning:

- Caviwipes or Accel wipes
- Cavi-spray
- Alcohol swabs for keyboards and computer surfaces

Surfaces that must be disinfected:

- Treatment tables and chairs
- Door knobs, light switches, phones, keyboards, mice, pens, and all hard surfaces including, faucets and handles and countertops

Reusable medical equipment must be sanitized after each use

- This includes Theralase, Ultrasound, Diathermy, IV poles, ECG, TENS, acustim, baby scales,
- The Sauna and Nebulizer will not be available for patient care

Shared equipment must be cleaned in between patients.

- This includes stethoscopes, blood pressure cuffs, otoscopes, ophthalmoscopes, thermometers, and any other equipment that touched a patient or was left exposed

Reception Area, Lab and Dispensary

Only Clinic staff are permitted in the Front desk area. This area will be protected by a plexiglass barrier.

Students/Faculty may ask to see products in the dispensary, however they should not enter the dispensary. The dispensary manager or another staff member or an assistant will be available to help the clinicians.

Clinic staff will continue to use approved disinfecting wipes to clean public area surfaces inside the clinic including waiting room chairs and commonly touched surfaces

All Routine practices and Standard precautions must be followed as per the Clinical Standards manual (e-Campus)

PPE and Physical Distancing:

All staff, faculty and clinicians must wear masks at all times in clinic

- If you have a reusable/washable cloth mask, you are encouraged to use it
 - It should be laundered daily
- For higher risk procedures N95 will be provided for the clinician as their mask for the rotation these include
 - IV/injection therapy
 - Naturopathic Manipulations

Gloves must be worn for all procedures

- This includes any physical contact with the patient (ie vitals)
- Wash hands before and after wearing gloves

Reusable/washable gowns should be worn by the clinician for all Naturopathic manipulations where contact of the patients clothing is unavoidable.

- Clinicians should follow removing guidelines to ensure safest practice
- Gowns should be deposited in the hampers and hand hygiene guidelines followed immediately after

Physical distancing (2m) should be maintained whenever possible

- Only the patient scheduled will be allowed on site:
 - Spacing does not allow for more than 2 people in the treatment room for any length of time
 - Supervisors will enter to oversee treatment for the minimum time required
 - No partners, visitors, family or children, unless absolutely necessary should be in the treatment room and everyone must wear masks.

When wearing PPE:

- Avoid touching your mask unnecessarily
- If you must touch or adjust your mask perform hand hygiene immediately
- If you see a colleague touch or adjust their mask, remind them to perform hand hygiene
- Use extreme care when doffing/removing PPE and always perform hand hygiene

when finished

Dress Code:

Follow handbook guidelines with the following caveats:

- BINM School Photo ID must be visible at all times
- Clothing that can be easily cleaned at high heat is recommended
 - Scrubs are acceptable for in-person care
- Hair must be clean and tied back
- Loose clothing, dangling jewellery or other accessories should not be worn
- Jewellery such as rings and bracelets hinder the effectiveness of hand hygiene and increase the risk of glove tears and should not be worn for patient contact
- Religious and medical bracelets are permitted providing they do not interfere with client safety and meet infection, prevention, & control standards
- Fingernails must be short, clean, and free of nail polish to facilitate effective hand hygiene
- Washable shoes are preferred, athletic type shoes are considered acceptable for the July - December 2020 term.
 - Shoe must be closed toed and cover the entire foot

Hand Hygiene:

Rigorous hand hygiene with plain soap and water or alcohol-based hand rub (ABHR) is the most effective way to reduce the spread of illness. Everyone should practice diligent hand hygiene.

How to practice diligent hand hygiene:

- Wash hands with plain soap and water for at least 20 seconds. Antibacterial soap is not needed.
- If sinks are not available, use ABHR containing at least 70% alcohol.
 - If hands are visibly soiled, ABHR may not be effective at eliminating respiratory viruses
 - Soap and water are preferred when hands are visibly dirty.
 - To learn about how to perform hand hygiene, please refer to the BCCDC's hand hygiene poster

Hand hygiene must be performed:

- Before and after contact with patient or the patient care environment;
- Before and after breaks;
- Before clean or sterile procedures;
- After risk of body fluid exposure;
- Before donning PPE;
- In between each step when doffing PPE

Respiratory Etiquette:

- Cough or sneeze into their elbow sleeve or a tissue;
- Throw away used tissues and immediately perform hand hygiene;
- Refrain from touching their eyes, nose or mouth with unwashed hands;
- Refrain from sharing any food, drinks, unwashed utensils, writing instruments

Informed Consent:

Clinicians will document, in the EMR at the top of the chart notes, the patient's consent and confirm that the patient has signed the consent form for the in-person visit prior to commencing treatment at every visit. Below is the informed consent the patient signs on the EMR.

As a part of informed consent, patients must commit to understanding that while we've taken all possible measures to minimize risk of viral transmission, the nature of our practices means that physical distancing is not always possible during treatment. In the current environment of COVID-19 risk, informed consent requires that you, the patient, be informed and understands that:

- *Any of our treatment services involve some risk of COVID-19 transmission*
- *The Clinicians, Doctors and Staff are following protocols to help reduce or mitigate risk where possible, but that risk cannot be reduced to zero*
- *The patient consents to the treatment despite some risk*
- *The Clinicians will document the patient's consent in advance before commencing treatment at every visit*

I understand that while the staff/faculty/students are following all of the health and safety guidelines outlined by the College of Naturopathic Physicians of British Columbia and the Provincial Health Officer and that they are taking all reasonable precautions to mitigate risk, there are no guarantees that I may not come into contact with COVID-19.

I consent to receiving treatment during the COVID-19 pandemic. I understand the risks associated with close contact with others and by signing this I indemnify all staff/faculty/students and the BINM if I contract the COVID-19 virus as a direct result of my treatment.

Clinical Protocols and Standards

Scheduling appointments:

1. Staff will schedule a patient for a tele-medicine or phone visit unless another indicated by the Supervisor/student in the EMR
 - a. All patients must have a tele-medicine visit prior to booking on site booking so they may be evaluated by the Supervisor for appropriateness of in person on-site care
 - b. [The Supervisor will indicate to the student that the patient is recommended for in person care in the Patient's chart in the note section accessible to clinic staff](#)
2. Staff will inform patients, when booking for in-person care, the need to reschedule their appointment if they develop symptoms of COVID-19 leading up to the time of their appointment.
 - a. Staff will use the *2020 Infection Control PHONE Triage Questionnaire* when booking appointments for in person care.
 - i. In the past 14 days have you:

1. Developed any symptoms of acute illness such as cough, fever, or shortness of breath?
 2. Been in close contact with a person who tested positive for COVID-19?
 3. Been in direct contact with infectious secretions (ie. Were coughed or sneezed on) by a person who tested positive for COVID-19?
 - ii. If “no” is answered to all of these questions, the patient may schedule
 - iii. **If “yes”** is answered to any of the questions then coordinate a telemedicine visit
 1. Recommend to any patient reporting symptoms of COVID-19 or suspected of having positive symptoms to call 811 (the provincial health line) to discuss COVID-19 testing
 - b. Patients must be informed in advance of the expectation that they wear their own mask upon arrival to the facility.
 - i. If they do not have a mask, one will be provided which must be worn while they are in the facility if the patient is physically able to do so
 1. Masks and cloth face coverings should not be placed on
 - a. young children under age 2,
 - b. Anyone who has trouble breathing, or
 - c. Anyone who is unconscious, incapacitated or otherwise unable to remove the mask without assistance
3. When reminder calls, texts, or emails are done, the patient must be reminded of:
 - a. Appointment date/time,
 - b. To bring a mask, as they will be required to wear it in clinic and in the facility
 - c. To review our requirements for in-person care on the boucherclinic.org website and that they will be screened before entering the clinic
 4. Staff will inform patients when booking in-person visits that the visit is 45 minutes in length (except for IV visits they are 45min, or 75 minutes).
 - a. This is our standard timing for visit (however clinic visits often run over)
 - b. This will allow clinicians time for disinfection of the treatment rooms between patients

Transfer of Care for co treatment of patients for in person care:

Doctors may refer patients for onsite care even if the Doctor will not be onsite or if the patient needs weekly care.

- a. The patient will be booked with another doctor/set of students for the alternate care
- b. The protocol/procedure for treatment should be outlined clearly in the patient's chart by the primary care team for the co treatment team
- c. Charts have been shared to the clinic so all practitioners/doctors will have access to the chart for continuity of care and access to the previous patient history

Considerations for Special Populations:

Older Patients or those with Chronic Illnesses

If an in-person appointment is required for an older patient or patient with a chronic illness, Doctors/Clinicians will recommend that the patient be scheduled for the first appointment of the day. They may also provide prescriptions for longer periods of time (as long as they have proven relatively stable in recent months).

Screening Staff/faculty/Clinicians and Patients:

Everyone who will enter any of the Boucher Clinics (Campus or satellite clinics) will be screened for COVID-19 symptoms at least once daily:

Screening Procedure:

1. The Door to the clinic will be kept locked
 - a. All clinicians and docs will be assigned in the main clinic
 - b. Patients will be instructed to ring the bell and step back from the door (signage)
 - c. One staff member will be assigned to screen during a shift
 - i. Screening people must wear PPE including:
 1. Mask
 2. Shield
 3. Gloves
2. Assigned screening person will go to the door and screen the patient
 - a. Please familiarize yourself with the instructions for the thermometer as each staff member will rotate through the screening station
 - i. Thermometers need to be stored in the boxes when not in use
 - b. Using the *i-health* forehead thermometer:
 - i. Turn the thermometer on, and make sure it doesn't show low battery (see instructions for use pamphlet)
 1. Extra batteries are provided in the box
 2. If you put in the extra batteries, please inform Brenda so we can order more
 - ii. With an outstretched arm, point the thermometer sensors at the forehead of the person
 - iii. Thermometer must be within an inch of the person's forehead
 - iv. Push the button, the thermometer will vibrate when it has a reading and the temperature will be displayed:
 - Temperature over 37.8* will be denied entry
 - Infant 0-2m: over 38.1 C
 - Child 3m-47m: over 37.9 C
 - People 4yr or old: over 37.8 C
 - If no temperature is displayed you were not close enough to the patient's forehead and must repeat the reading
 - v. Wipe the thermometer with an alcohol wipe, if you accidentally touch the patient
 - c. Using the i-pad provided:
 - i. Open the app or website for the BCCDC Covid Assessment tool <https://bc.thrive.health/covid19/en> or similar

1. Answer of YES to ANY Questions must be denied entry and sent home
 - d. When/if the patient passes the screening requirements:
 - i. Allow the patient to enter the clinic
 - ii. Alert the clinician the patient has arrived
 - e. Repeat for each patient each day
3. At the end of your screening shift, using approved disinfectant wipes, please disinfect:
 - a. the thermometer(s)
 - b. The face shield (alcohol wipe)
 - c. The ipad (alcohol wipe)

Billing and Purchase Transactions:

Check out will be cashless/contactless payment with tap only:

- Our Debit/credit system with Tap is available for card use
 - Patients have been informed that cash is not preferred, and to contact the clinic ahead of time if they will need to use cash
 - If absolutely necessary to accept cash for payment gloves must be used
 - when receiving the case
 - when performing cash out
 - Be prepared to disinfect the cash prior to being placed in the cash drawer
- The Debit/credit machine must be sanitized between each patient
- Receipts will be emailed, whenever possible
- Purchased Dispensary items will be bagged and set on the side counter for patients to take away
- For refills, patients need to follow current protocols:
 - Call the clinic to order the products for pick up
 - Pay over the phone
 - Arrange a time to pick up their purchase

Cleaning and Disinfection:

Regular cleaning and disinfection are essential to preventing the transmission of COVID-19 from contaminated objects and surfaces. Clinic spaces will be cleaned and disinfected in accordance with the BCCDC's Environmental Cleaning and Disinfectants for Clinic Settings document.

- Accel, Caviwipes, Cavispray, are approved disinfecting products for clinical settings and will be used in all Boucher Clinics for hard surfaces
- Alcohol wipes may be used on Computers, keyboards
- 15 minutes has been scheduled between patients to allow for thorough cleaning of the treatment room.

Reception Area:

Clinic staff should continue to use approved disinfecting wipes to clean their workspace surfaces including chairs and commonly touched surfaces, such as:

- Workstations
- Counters
- Phones
- Door handles
- Clipboards
- Pens or other writing utensils
- Credit/debit machine - in between patients

Waiting Area:

Clinic staff should continue to use approved disinfecting wipes to clean public area surfaces inside the clinic including waiting room chairs and commonly touched surfaces, such as: door knobs, countertops, lightswitches.

- These surfaces should be disinfected a minimum of twice a day and after each patient when possible

The Water cooler will not be in service.

The waiting room will be spaced for maximum distance

- patients will be encouraged to arrive on time and not early and should be taken directly to a treatment room whenever possible
- Maximum of 4 chairs in the waiting room spaced a minimum of 2m apart

Lab:

All Routine practices and Standard precautions must be followed as per the Clinical Standards manual (e-Campus)

All non-essential equipment should be removed from the lab

- All supplies will be kept in the closed cabinets or covered containers to minimize the risk of contamination

Lab technician will be responsible for disinfecting the Lab and equipment after every patient and at the end of their shift using the approved medical grade supplied cleaners for all disinfecting and cleaning:

- Caviwipes or Accel wipes
- Cavi-spray
- Alcohol swabs for keyboards and computer surfaces
- Surfaces that must be disinfected:
 - Chairs
 - Washer and dryer knobs
 - Door knobs, light switches, phones, keyboards, mice, pens, and all hard surfaces including, faucets and handles and countertops
- Laundry:

- Gloves must be worn at all times when contacting soiled laundry
 - This includes gathering the baskets
- Highest heat for washing and bleach must be used as directed in the lab manual
- Highest heat for drying must be used

Dispensary:

All *Routine practices and Standard precautions* must be followed as per the Clinical Standards manual (e-Campus)

All non-essential equipment should be removed from the Dispensary.

- All supplies will be kept in the closed cabinets or covered containers to minimize the risk of contamination

Dispensary Manager will be responsible for disinfecting the dispensary and equipment at the end of their shift using the approved medical grade supplied cleaners for all disinfecting and cleaning:

- Caviwipes or Accel wipes
- Cavi-spray
- Alcohol swabs for keyboards and computer surfaces
- Surfaces that must be disinfected:
 - Chairs
 - Door knobs, light switches, phones, keyboards, mice, pens, and all hard surfaces including, faucets and handles and countertops

PPE supply and dispensing:

BNMC Clinics must have adequate PPE supplies on hand:

- Facility shall maintain a 30-day supply of PPE on-hand;
 - 2-week supply of PPE on-hand and an open supply chain is adequate
 - If a facility proposes to extend the use of or reuse PPE, it must follow BCCDC guidelines
- Patients/staff/faculty/clinicians will be provided standard over ear mask for their shift if they do not provide their own**
 - It must be worn at all times while on site
 - N95 masks will be provided to the Clinician** by clinic staff for any procedures that require very close contact and gowns are required for the clinician to wear:
 - i. Manipulations
 - ii. IV therapy
 - **only 1 mask will usually be provided for the shift based on scheduled patients
 - i. however if a mask is soiled or damaged it needs to be replaced immediately

Physical Distancing:

Physical distancing should be maintained, monitored and enforced by clinic staff whenever possible

- Floor signage will indicate waiting spaces for patients who may be waiting to speak with clinic staff (ie checking in)
- Patients waiting for their dispensary purchases should be directed to have a seat in the waiting area until they are called up
- Floor signage will also indicate spacing for patients waiting in the foyer for entrance into the clinic
 - Patients have been requested to arrive on time and visits staggered to avoid this if possible
- Patients have been Instructed that companions should remain outside of the facility and not accompany the patient unless they are a parent/guardian of the patient or if they are a true caregiver and need to assist the patient

Reassessment of procedures and protocols:

In-person care will start slowly, and criteria will be reassessed bi-weekly by the CMO and the Clinic Manager.

- In order to maintain or expand volume, we must continue to meet all safety and infection control
- All in-person care will stop:
 - should a surge/resurgence of COVID-19 cases occur in our region or
 - in the case that the safety and infection control criteria cannot be met
 - If directed by the P.H.O.
- Procedures must be prioritized based on whether their continued delay will have an adverse medical outcome

Resources

CNPBC: BCHR- Guidance for Providing in Person Community Care

https://www.cnpbc.bc.ca/wp-content/uploads/2020-05-15-BCHR-Guidance-for-providing-in-person-community-care.pdf?utm_source=CNPBC&utm_campaign=818f8dc191-Notice+of+Annual+Registration+Renewal+for+2018+COP&utm_medium=email&utm_term=0_889cd2e209-818f8dc191-393573257

PHO Letter Re Important update for Health Professionals May 15 2020

<https://www.cnpbc.bc.ca/wp-content/uploads/1164899-CPS-Message-to-Health-Professionals-from-the-PHO-15-May-2020.pdf>

BCCDC Covid19

<http://www.bccdc.ca/health-info/diseases-conditions/covid-19/about-covid-19/symptoms>

<http://www.bccdc.ca/health-info/diseases-conditions/covid-19/colleges-universities>

http://www.bccdc.ca/Health-Professionals-Site/Documents/COVID19_IPCGuidelinesCommunityBasedAlliedHCPsClinicSettings.pdf

http://www.bccdc.ca/Health-Professionals-Site/Documents/COVID19_EyeFacialProtectionDisinfection.pdf

<https://www2.gov.bc.ca/gov/content/safety/emergency-preparedness-response-recovery/covid-19-provincial-support/bc-restart-plan>

Health Canada Disinfectants Effective For Covid19

<https://www.canada.ca/en/health-canada/services/drugs-health-products/disinfectants/covid-19/list.html#tbl1>

Transmission Risks

<https://www.erinbromage.com/post/the-risks-know-them-avoid-them?fbclid=IwAR3zqFBVStvj09KSRaDIEUX3TIYHWfTij7gQrbxXfZYJ9G9L-ES7nM019gg>