

COVID-19 Policy Document

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B. Document Details

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BACK2LIFE CLINICS

Practice Procedures in relation to COVID-19

The purpose of this policy is to set out Back2Life Clinic's approach to service provision during the coronavirus pandemic.

As primary healthcare professionals we are up to date with all clinical guidance on infection control and hygiene protocols.

In order to maintain a safe environment which limits the risk of COVID-19 infection and spread, we have put into practice, protocols and procedures for face to face appointments during this pandemic. These are under constant review in line with emerging research and evidence about infection rates and virus behaviour.

As per government guidelines the following patients and therapists will not be permitted within the clinic during the COVID-19 crisis:

1. Those exhibiting any of the current COVID-19 symptoms listed on the Scottish government website.
2. Those who have had any COVID-19 related symptoms in the past 14 days.
3. Those who are within the shielding or high-risk category or who live with those in that category.

We are relying on mutual trust and honesty between practitioner and patient with regards the above.

During the initial re-opening phase, face to face appointments will only be made available to the following:

1. **Key workers:** Those who are vital for the running of the country and NHS who are struggling with pain and immobility.
2. **Emergency/Urgent cases:** Those who cannot function/work due to pain or who would require NHS intervention without our treatment.

During the initial re-opening phase, the following general protocols will be in place:

1. Only one osteopath will operate a clinic per day.
2. There will be gaps of at least half an hour between appointments.
3. There will be no receptionist staff in the building.
4. We will not allow public walk in to make enquiries; all appointments will be by prior arrangement.

With regards the patient journey, the following protocols and procedures will be in place:

Booking and triage.

1. Everyone who is booked in for a face to face appointment will have a phone triage to make sure the necessary criteria are fulfilled.
2. It will be determined whether a face to face appointment is needed or if a switch to Televideo consultation can be recommended.
3. Everyone will be sent a COVID-19 screening form to complete before arrival.

Arrival

1. Patients should not arrive early for their appointments to ensure the previous patient has left and cleaning has been completed.
2. Patients will have their temperature taken immediately on arrival. If the temperature is above 37.8, the patient will be asked to go straight home and follow isolation guidance, even if feeling well.
3. Patients will be greeted by their osteopath in appropriate Personal Protection Equipment (PPE) and taken directly to the treatment room. For further procedure on PPE see the specific PPE section below.
4. The osteopath will open and close the treatment room door.
5. The treatment room will have handwashing facilities, hand sanitiser and disposable paper towels available.
6. Any questions around clinical hygiene and infection control can be asked.

Treatment

1. The usual case history taking will be carried out.
2. Patients will receive hands on treatment with their osteopath in appropriate PPE.
3. No blankets or towels will be used during treatment and there will be no fabric couch cover in use.
4. There will be time for questions, advice and exercise prescription. There will be a mutual decision made around revisit appointments.

Departure

1. The osteopath will open and close the treatment room door.
2. Payment will be taken at front desk by the osteopath.
3. **No cash payments** will be taken during this time.
4. The card machine will have been sanitised before use or BACS payment details can be given.
5. The osteopath will open the main clinic door for the patient to exit the building.

PPE

As per current clinical guidance the following PPE recommendations will be in use by the osteopath for self-protection:

1. Single use, plastic aprons.
2. Single use, plastic gloves put on immediately after hand washing. Gloves will be discarded, hands washed, and fresh gloves put on if anything other than the patient needs to be touched during the treatment ie laptop keyboard for checking notes.
3. Face masks.

There is no requirement for patients to use or wear PPE and patients remain responsible for their own health with regards PPE. There will be no provision of PPE for patients at Back2Life Clinic.

Clinical Hygiene

There will be gaps of at least half an hour between each appointment for a full cleaning protocol which includes but is not limited to:

1. Disinfection of all internal and external door handles.
2. Disinfection of all surfaces that have had patient and/or practitioner contact ie seats, treatment couch, desk, taps, card machine, toilet if used.
3. The internal extractor fan will be put on immediately after patient departure.
4. Removal of and appropriate disposal of PPE.

Queries regarding this policy should be directed to David McCabe or Helen McCabe, Directors, at info@back2lifeclinic.co.uk.

*This is a working document. Back2Life Clinic reserves the right to adapt this document accordingly.