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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.

Due to the easing of CoVid-19 restrictions, face to face consultations are available to all except those who fall into the CoVid-19 shielding group or are prohibited from entering the building for CoVid-19 reasons.

During this second phase of re-opening phase, the following general protocols will be in place:

1. Where possible, all therapists' appointments are scheduled to have start times offset by 15 minutes to minimise contact time in the reception area.
2. Receptionists will wear PPE consisting of an apron and mask and gloves where appropriate.
3. Walk-in enquiries will be available, but patrons will be asked to conclude their enquiry as quickly as possible.

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

Booking and triage.

1. Everyone will be sent a COVID-19 screening form to complete before arrival.
2. Upon inspection of the completed form, It will be determined whether a face to face appointment is needed or if a switch to Televideo consultation can be recommended.
3. If a Televideo consultation is more suitable, the patient will be contacted to arrange a suitable time. If it is deemed that the patient is safe to treat (in line with CoVid-19 regulations), then the patient will attend the clinic as normal.

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 may 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. Patients may request that their own garments are used to help cover areas not being treated.
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. We are now able to accept cash payments.
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.

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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

During gaps between treatments, at the start and end of the clinic opening times, a full cleaning protocol will be carried out 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.