

## **COVID-19 Return to Practice Plan - Effective May 19th 2020**

This plan was developed with the goal of reducing the risk of exposure to the virus that causes Covid-19 for both patients and the practitioners within our clinical setting.

Here are the actions that Wild Roots Acupuncture Clinic have committed to, and that all visiting patients must commit to, in order to safely resume clinical practice.

The overall aim of these protocols is to reduce potential transmission of Covid-19.

- Required ongoing self-assessment for signs of Covid-19 related illness in both the patient and the practitioners
- Reducing all physical, non-treatment related interactions among all people within the practice environment
- Hand hygiene requirements and avoiding face touching
- Enhanced cleaning protocols
- Appropriate use of personal protective equipment (PPE)
- Meeting professional obligations, particularly related to informed consent and liability insurance.

### **Self-Assessment for Symptoms of Covid-19:**

For Patients and Practitioners Pre-Screening / Prior to Arrival

- Patients will be informed about their responsibilities regarding self-screening at the time of booking. A notice will be placed on the website and a reminder sent out through our booking software 3 days prior to their appointment.
- The practitioner will use the BC COVID-19 Self-Assessment tool herself, daily and commits to cancelling all appointments if symptoms appear.
- Symptoms of Covid-19 are similar to other respiratory illnesses and seasonal allergies. 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, Muscle aches (unexplained)
  - Fatigue, Loss of appetite

- Covid-19 Symptoms may range from mild to severe. Patients are required to cancel appointments if they experience what they determine to be 'just the sniffles,' or 'just feeling under the weather,' on the day of their appointment.
- 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 their treatment.
- Patients with higher risk profiles and/or weakened immune systems should consider alternatives for care and postpone treatment.
- The patient and the practitioner must both agree that the benefits of receiving treatment outweigh the potential risks involved.
- Patients who develop even mild illness or symptoms should cancel booked appointments, even without notice. They will not be charged a late cancellation fee if they cancel due to illness at this time.

### **Arriving for your Appointment:**

- Patients must arrive unaccompanied unless otherwise arranged.
- Patients are asked to arrive no more than 5 minutes before their treatment time and wait outside of the clinic or on the porch until just before their scheduled appointment time. The therapist will open the front door for the patient when ready to avoid the patient touching the door handle.
- Both patients, practitioners and staff are required to wear face masks in the clinic. Patients are asked to bring it with them and wear it when they arrive. If the patient does not have a mask, a single-use non-medical surgical style mask will be provided upon request for a small fee.
- Upon arrival patients will undergo a verbal pre-screening to ensure there are no signs of Covid-19.
- Patients must confirm that they have not travelled outside British Columbia within 14 days prior to their appointment.
- The treatment will be cancelled immediately if the patient does not meet the pre-screening criteria upon physical presentation at the clinic.
- Immediately upon entering the clinic the patient will be provided hand sanitizer. It is also available in both treatment rooms as well as the front area coffee table.

### **General:**

- Walk-ins are not allowed, to purchase products you must call in advance to arrange.
- Proactive physical distancing when in all clinic areas outside of the treatment room.
- Waiting Room is closed, with the exception of one chair reserved for those with mobility or balance issues for putting on shoes etc as needed.
- All non-essential items have been removed from the reception area including magazines, water and cups.
- Appointment times are staggered to the best of our ability to minimize the potential of patients crossing paths, and to allow for time in-between appointments for enhanced cleaning

within the Treatment Room. In the event of having more than one patient in the common area, physical distancing is enforced.

- Payment occurs in the reception area. Cash is not accepted at this time. A wireless Point of Sale system with Tap is available for card use. Alternative payment options such as e-transfers or leaving a credit card on file are available.
- The POS machine will be sanitized between each patient use.
- Patients must commit to understanding that while we've taken all possible measures to minimize risk of viral transmission, that physical distancing is not possible in the treatment room and for the duration of the treatment.
- The restroom is equipped with a soap dispenser, paper towels and proper hand washing guidelines.
- 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 space.

### **In the Treatment Room:**

- The practitioners follow hand sanitizing and washing protocols frequently.
  - Tissue is available inside the treatment room that the patient may use as a barrier when opening the door to exit at the end of their treatment.
  - Hand sanitizer is available within the treatment room; patients will be asked to wash with soap and water or sanitize their hands after the treatment.
- Patients will be asked to keep all personal belongings on the chair provided in the treatment room, which will be sanitized between patients.
- Additional time has been scheduled between patients to allow for thorough cleaning of the treatment room.
  - The door and doorknobs will be disinfected between each patient.
  - The treatment table, table levers, chairs, face cradle, desk and lotion bottles will be disinfected after each treatment.
  - The desk, pens, remotes and call button is sanitized between each visit.
  - All pillows and cushions are sealed in plastic and sanitized after each use.
- All linens, including sheets, towels and pillow cases are single use only and will be laundered professionally by Canadian Linen.

### **Enhanced Cleaning:**

- Visibly soiled surfaces will be cleaned and disinfected as needed.
- All common high touch surfaces will be cleaned and disinfected between patients, regardless of appearances. High touch surfaces include (but are not limited to):
  - Light switches, door knobs, POS machine, electronic devices, table surfaces, chairs, stools, faucets, etc.
- Floors are mopped daily with disinfecting cleaner solution.
- The restroom is sanitized hourly and after each use as time allows.

## **Personal Protective Equipment:**

- The practitioners will wear a face mask at all times in clinic.
- The practitioners will wear non-latex gloves if/when appropriate.
  - Gloves may be appropriate when over-use of cleaning and/or chemicals causes skin irritation, or when the practitioners hands or skin of the hands are otherwise injured.
  - Gloves are also considered appropriate and will be worn by the practitioner at the patient's request.
- Patients are also required to wear a face mask in the clinic. If they are unable to supply their own, disposable paper masks are available upon request for a small fee.

## **Professional Obligations:**

### Liability Insurance

- All practitioners carry professional liability insurance and the appropriate malpractice insurance.
- In the Event That a Patient Alleges they Caught COVID-19 from the practitioner, the practitioner will immediately call public health at 8-1-1 to report the alleged transmission, providing both the name of the practitioner and the name and contact details of the patient.
  - The patient must agree to the release of this information in order to receive treatment.
- All further appointments will be cancelled and the practitioner will cease to provide services until Public Health has investigated and provided direction.
- The practitioner will immediately self-isolate until Public Health has investigated and provided direction.

## **Informed Consent:**

In the current environment of Covid-19 risk, informed consent requires that the patient be informed and understands that:

- Any treatment provided at Wild Roots involves some risk of Covid-19 transmission;
- The practitioner is following protocol to help reduce risk where possible, but that risk cannot be reduced to zero.
- The patient consents to the treatment despite some risk.
- And the practitioners will obtain COVID-19 specific informed consent and document it in the patients chart.