

Office Protocols for Office Re-opening for Emergency, Urgent and Essential Patients

Patients

Triple Screening is performed according to PHO checklist:

Over the phone

At the door (signage)

At reception (self assessment and declaration signed)

Any patients that cannot answer NO to all Covid 19 screening questions will not be allowed in the office

Office Policies to prevent virus transmission

Patients are asked to adhere to the following office policies:

- *wash their hands thoroughly before leaving home
- *come straight to the office, no stopping for gas etc.
- *sanitize their hands when entering the office
- *a mask or face covering must be worn while they are in the clinic. If they do not have their own, one will be provided at a cost of \$2.00.
- *social distancing practices are to be maintained
- *cell phones use is prohibited. Patients are encouraged to leave personal belongings locked in the car and only enter with their method of payment.
- *cash and cheque transactions are discouraged.
- *use of tap payment is encouraged. Patients are asked to use the hand sanitizer prior to use of POS
- *appointments are restricted to patient only or patient and guardian in the case of minors. An exception will be made for patients that requires assistance.
- *washroom access is restricted. To be used on an emergency basis only
- *patients are asked to make appointments by phone. No walk ins for appointments or products
- *patients are asked to come at their appointment time. If they are early they should wait in the car.
- *no food or drink in the office

Clinical Setting Changes

- *waiting room chairs are placed 6 feet apart.
- *only chairs with a washable fabric are in the waiting room and lunchroom
- *plexiglass barrier has been installed at the reception desk
- *hand sanitizers placed in various areas of the public areas for easy access
- *a cleaning protocol has been developed to completely disinfect all common surfaces, doorknobs, handles, POS, counters 4 times a day.
- *all treatment room surfaces completely disinfected between patients
- *patient appointments are spaced to be able to maintain social distancing and extra cleaning between patients
- *creating a oneway flow in the office using signage and visuals on the floor

Clinic Staff Changes

- *masks are to be worn at all times, with the exception of the lunchroom.
- *masks and eye protection are to be worn by all staff when in the common clinic area
- *hand washing protocols are enhanced. Hands are to be thoroughly washed before entering the clinic from the staff room.
- *staff will change into their uniforms and indoor shoes at the office. Uniforms will be laundered at the office. Street clothes will be stored in a closable bag and stored in a cabinet.
- *staff hours are arranged to decrease the amount of staff in the lunchroom at the same time.
- *new cleaning protocols are to be adhered to
- *where possible certain types of appointments will be done by telephone, email or virtual consultation