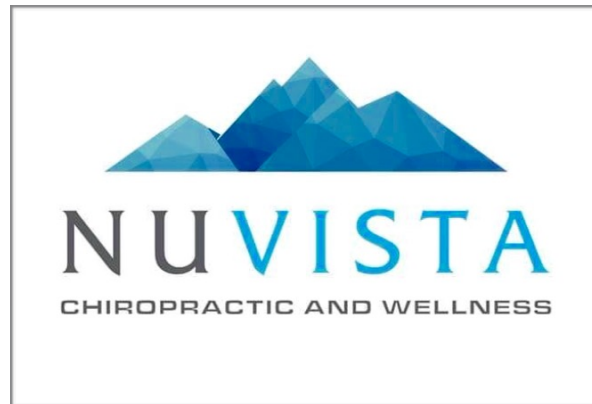


COVID-19 Policies and Procedures

NuVista Chiropractic and Wellness
May 19th, 2020



Plan for return to Clinic Practice with Respect to COVID-19:

This plan was developed with the goal of reducing the risk of exposure and transmission of the COVID-19 for both patients and the practitioners at NuVista Chiropractic and Wellness. We will identify the actions that our staff, practitioners and patients will implement and commit to in order to resume clinical practice as of May 21, 2020. This policy is not meant to supersede guidelines/policies placed on Practitioners by their respective governing bodies or the Province of British Columbia. This document will in effect until further notice.

**THE OVERALL AIM OF THESE PROTOCOLS IS TO REDUCE
POTENTIAL CORONAVIRUS TRANSMISSION BY:**

- Required ongoing self-assessment for signs of COVID-19 related illness in staff, practitioners and patients

- Following social distancing guidelines and reducing all physical, non-treatment related interactions between all people within the practice environment
- Hand hygiene requirements
- Avoiding face touching and eating in the office
- Enhanced cleaning protocols
- Appropriate use of personal protective equipment (PPE)
- Following recommendations and guidelines produced by the Province of British Columbia, College of Chiropractors of BC and the BC RMT board

It will be the official policy of the office that NO STAFF MEMBER, PRACTITIONER OR PATIENT enter the office if they are experiencing any symptoms of illness, even if symptoms are thought to be mild or the result of a non-COVID related illness.

Symptoms include, but are not limited to: fever, cough, chills, shortness of breath, sore throat/pain with swallowing, stuffy or runny nose, chest pain and/or headaches.

1.) Self Assessment for Symptoms of COVID-19 for Staff:

- all staff members and practitioners will be required to complete a COVID Self Assessment for each day that they enter the office.
- The screening template is to be modelled off of BC COVID-19 Symptom Self-Assessment Tool (<https://bc.thrive.health/covid19/en>) and will be loaded as a template into Jane. It is to be completed and signed by each team member in their personal clinical file prior to the beginning of each shift.
- Should any team member have any symptoms of COVID-19, or any other illness, they are NOT TO attend your shift/enter the office and stay home.

- For any staff or practitioner required to stay home due to illness, they will be cleared to return to work after EITHER: (a.) self isolation for a 14 day period, or (b.) providing the office with documentation of an official negative COVID test result. Front office support staff will be asked to undergo COVID testing as soon as possible, and if negative, will be asked to return to work once they are no longer experiencing any symptoms of illness.

2.) COVID-19 Screening Procedures for Patients:

Any patient presenting to the clinic for treatment will undergo the following screening protocols:

1.) The COVID-Screening Questions (Appendix 1) will be posted on the office Facebook account, in the Re-Activation Email that will be sent to patients, on our Online Booking site and on the office Website.

2.) At the time of booking an appointment:

a.) Online Booking: Upon booking an appointment online, the patient will received an email confirmation, which will be updated in Jane to include a “Self- Assessment” Portion. This email will instruct patients to perform a Self - Assessment and to cancel their appointment if they are experiencing any symptoms or are high risk.

b.) Phone/Email: For any appointments booked via phone or email, patients will be asked the COVID Screening Questions as listed in Appendix 1. They will be asked that if any symptoms arise between then and their appointment time, to please cancel.

3.) Upon initial arrival to the clinic:

Upon initial arrival to the office, patients will be presented with a large, sign that very clearly asks patients NOT TO ENTER the office if ANY of the COVID screening questions applies to them (as per Appendix 1). The same sign will also be present at the front desk, when the patient first walks into the clinic.

4.) Upon greeting the Office Support Staff and/or Practitioner:

When a patient makes first contact with either the Office Support Staff, or their Practitioner, they will be once again directed to the sign, and asked if any of the (Appendix 1) Screening Questions applies to them.

5.) During Treatment/Documentation:

Each practitioner will document, for every treatment, that the patient was screened and found to be negative for COVID symptoms prior to treatment.

Note: **High Risk Patients**

- Persons considered to be high risk include:
 - 1.) The elderly
 - 2.) Those living in nursing homes or long term care facilities
 - 3.) Those with underlying medical conditions (which may include):
 - Respiratory issues, chronic lung disease or asthma
 - Serious heart conditions
 - People who are immunocompromised
 - Severe obesity
 - Diabetes, kidney or liver disease

(<https://www.cdc.gov/coronavirus/2019-ncov/need-extra-precautions/people-at-higher-risk.html>)

- It will be the responsibility of both the Patient and the Practitioner to assess the relative risk/benefit for each individual case. Ultimately, it will be the decision of each practitioner to decide if they choose to provide care to an individual patient that is considered to be of high risk. These patients may also be scheduled on a weekend, or first thing in the morning in an effort to reduce exposure to the patient.

- If a patient arrives for an appointment and is clearly ill, or tells a staff member or practitioner that they are ill, the Practitioner reserves the right to refuse care.

2.) Patient Obligations:

We acknowledge that patient understanding and consideration will be an important component for a successful return-to-work strategy.

Patients will be asked, via phone/email communication and Booking Confirmation/Email Appointment reminders to:

a.) Arrive ON TIME for their scheduled appointments. Patients that arrive more than 5 minutes late to their appointments will be informed of WHEN their treatment time ends and will be given the option to re-schedule.

b.) NOT bring extra individuals (not receiving care) to their appointment. In the event that they absolutely must bring a family member to the appointment (aka: Mothers with small children), we will request that they call ahead of time to let us know, so the office can make arrangements to accommodate these extra persons.

3.) Missed and No-Show Appointments:

In order to comply with social distancing measures, and guidelines set out by the College of Chiropractors of BC, our office will be running reduced schedules and limited capacity for patient appointments. Out of respect for our patients and practitioners, a strict no-show policy will be in effect.

- Appointments that are missed due to illness or sickness will NOT be subject to a no-show fee. We ask that patients who will be missing appointments call or email our office to inform us that they will not be able to make it to their appointment.

- If an appointment is missed for a reason other than an illness, OR the office is not informed that the patient will not be attending their appointment, patients will be charged in FULL for missed appointments.

4.) Patient Arrival:

a.) Patients are asked to arrive on time for their appointment

b.) Upon entering the clinic, patients will be first screened by either the Office Support Staff or their Practitioner, and will be directed immediately into a private, enclosed treatment room.

MESSAGE THERAPY PROCEDURES:

- When a patient arrives for an appointment with an RMT, they will be asked to **WAIT IN THEIR VEHICLE**.

- Once the previous patient has left the clinic, and the RMT has the room ready for patient care, the RMT will CALL or TEXT the patient to let them know they are able to enter the clinic. Calls and texts will be made from Therapists personal cell phones, unless otherwise arranged.

- the RMT will point out the sign on the front desk, and screen the patient with the COVID Screening Questions (Appendix 1), then proceed directly to the treatment room

Registered Massage Therapists will also be responsible for re-scheduling their patients for any future appointments IN THE TREATMENT ROOM, before the patient proceeds to the Front Desk, where payment will be taken by the Office Support Staff.

5.) Office Cleaning Procedures:

The office will be following enhanced cleaning procedures during this time. These procedures will include:

- each practitioner will be responsible for cleaning their treatment table, room, chairs, and equipment between each patient visit.

- Each treatment room will be thoroughly cleaned by the practitioner before and after at the end of their shift.

- Cleaning of the front desk, POS machine, front desk supplies, waiting room, entry door and bathrooms, including door handles will be done by the Office Support Staff, and will be done once EVERY HOUR during office hours. The POS machine will be cleaned after every individual use.

- The office will be thoroughly cleaned, outside of office hours, TWICE PER WEEK. One of these cleanings will be done by a professional cleaning company (as per our usual contract), and one will be performed by our staff, as set up in a rotating schedule.

- All toys and magazines will be put away and will not be available for patient use.

- Eating and drinking in the office is not permitted by staff, practitioners or patients during this time.

- All Staff and Practitioners are to follow strict hand washing and hygiene procedures as outlined by the BCCDC (http://www.bccdc.ca/Health-Professionals-Site/Documents/COVID19_Handwashing%20Poster_MD%20offices.pdf)

6.) Other Office Considerations:

a.) Cloth materials in the office:

- We require that all laundry baskets, garbage bins and chairs be either plastic, leather or metal in material, so that they can be cleaned and wiped down. Any laundry baskets or chairs made of fabric will be removed.

- As always, clinic linens/sheets and cleaning cloths will be one time use and will be laundered after each use

b.) Hand sanitizer and Cleaning Products:

- The office will provide general office cleaning products for the common areas, hand sanitizer for the front desk and command station, hand soap and towels for the bathrooms and products for use in the Chiropractic treatment rooms.

- RMT's and Practitioners are required to provided hand sanitizer for the massage rooms, as well as cleaning products to clean your room between patient visits.

c.) PPE/Other Protective Equipment:

- The office is mandating that all practitioners will be wearing masks in the during treatment office, until further notice. Each Practitioner is responsible for supplying their own PPE equipment and using it as appropriate. Each practitioner is also responsible for complying with the guidelines established by their respective College and Malpractice Insurance provider.

- Patients will be recommended to bring a mask with them to their appointment if possible. A limited number of masks will be available for purchase at the Front Desk, as long as supply is available.

- The office will supply masks and gloves to the Office Support Staff, for use at their discretion.

- A limited number of N95 masks will be available at the office for purchase (at our cost, currently \$5/mask) for patients and practitioners.

- We are working to install plexiglass at the front desk. Timeline for installation will be based upon availability.

- A plastic ziplock bag will be used to cover the POS machine, so that it can be quickly and easily cleaned.

- Tape will be placed on the floor around the Front Desk in an effort to maintain social distancing procedures between Office Support Staff and Patients.

d.) Front Desk and Office Support Considerations:

- Cash and other forms of payment (debit, credit) will continue to be accepted at the office, however gloves will be made available to our Office Support Staff for use. Hand sanitizer will be available at the front desk for use before and after handling cash.

- Laminated Consent Forms, dry erase pens, etc. will continue to be in use, but are required to be wiped down after every patient use.

- Cell phones and eating food at the front desk will not be permitted.

e.) Command Station Use:

- In order to comply with social distancing between practitioners, use of the command station will be limited to Chiropractic Practitioners (maximum use: 2 at a time, spaced out). RMT's and other practitioners will be asked to do charting in their rooms.

- No cell phones, food, or drinks will be left out on the command station - only laptops, paper documents, office supplies, office speakers and other materials necessary for work are permitted to be left on the command station.

f.) Practitioner Scheduling and Spacing of Appointments:

- In an effort to minimize unnecessary contact and to comply with social distancing measures, the Chiropractors agree to follow the agreed upon distancing schedule, with reduced office hours, in accordance with guidelines from the Province of BC and the CCBC.

- New chiropractic patients will be limited as appropriate and as availability allows.

- RMT's or other practitioners are subject to Scheduling guidelines as laid out by their respective College, Malpractice Insurance and other governing bodies.

g.) Front Desk and Office Support Policies:

The comfort and safety of the Staff is of the utmost importance to the office. The following policies will be implemented in order to maintain social distancing:

- Practitioners are ultimately responsible for the cleaning of their treatment rooms.

- Front desk staff are responsible for cleaning the front desk, waiting room and bathrooms, once every hour and at the end of the day

- The front desk staff will be responsible for:

- **Taking payment from Massage Therapy patients,**
however Massage patients are to be re-scheduled in the treatment room, by the RMT.

- **Taking payment and rescheduling Chiropractic patients.**

- Front desk staff will NOT be required to physically escort patients into the Chiropractic treatment rooms. Instead, the treatment rooms will be numbered (#1-5) and will verbally direct patients into their respective rooms.

h.) Office Signs:

- Signs will be placed in the following areas of the office:
 - On the front door: COVID Screening Questions and Protocols (in accordance with BCRMT guidelines).
 - On the front desk: COVID Screening, as per guidelines.
 - In the bathroom: Hand washing Protocols, as per BCRMT guidelines.

i.) Bathrooms:

- Bathrooms will remain OPEN for patient and staff use at this time.
- Hand soap, towels and hand sanitizer will be available in all bathrooms, as provided by the clinic.
- Bathrooms are to be cleaned, hourly by the Office Support Staff as outlined below:
 - wipe down the door handles on the bathroom door
 - wipe down sink
 - wipe down flushing handle on toilet
 - make sure there is soap and hand towels available
- Signs for proper hand washing protocol will be posted in all washrooms.

j.) Water cooler:

- due to sanitary reasons, the water cooler will not be available for staff or patient use.

APPENDIX 1:

COVID SCREENING QUESTIONS:

- 1.) Do you have any symptoms such as cough, sneezing, fever, sore throat, difficulty breathing or any other symptoms of illness?**

- 2.) Have you traveled recently outside of Canada?**

- 3.) Have you been in contact with any individuals with a confirmed or possible case of COVID-19?**

