

Penticton Physiotherapy & IMS Clinic Coronavirus Protocol and Processes Document

Objective

This policy and protocol document has been created in response to the worldwide coronavirus pandemic. Its purpose is to create guidelines to ensure the safety of patients, staff and everyone associated with our clinic. These guidelines will set out how we are safeguarding our patients and staff against coronavirus, and creating a safe work environment.

The following protocols are made in collaboration with those created by WorkSafe BC, the BC Centre for Infectious Disease, the College of Physical Therapists of British Columbia and the College of Massage Therapists of BC. Our guidelines are to be followed by all patients and staff attending our clinic.

PPE, physical distancing and cleaning requirements at work

- All staff and contractors are required to wear facemask at all times while on the premises. If they remove the mask to drink or eat, or take it off for any other reason, the mask must be discarded and a new one worn instead.
- All patients are required to wear a facemask or face covering for the duration of their visit. This includes laying prone during treatment. Patients who do not comply with this will have their treatment session discontinued at that time.
- Staff and contractors are required to stand 6ft apart at all times, if is physically possible in the clinic. Staff and contractors are to maintain a 6ft distance from patients as much as possible, and only enter within 6ft of a patient when clinically necessary and with appropriate PPE.
- Clinicians are required to wear mask and gloves at all times with all patients. New gloves must be worn in-between patients. If treating a TMJ

patient or coming within close proximity of a patient's face, contractors must also wear face goggles.

- All frequent touch points in the treatment rooms will be cleaned in-between each patient by the therapist by cleaning products approved by Health Canada for disinfecting against coronavirus. These include, but are not limited to, the following:
 - Treatment room door handles
 - Treatment tables, with extra attention to the face rest and any areas of the table the patient may touch with their hands (such as table legs near face rest)
 - Any equipment used for therapy (electrotherapy, treatment carts, bottles of lotion/ ultrasound gel etc.)
 - Any chairs sat on by patients
 - The plastic tub used to hold patient items (wallet, phone, keys etc)
- All areas interacted with in the waiting room by a patient will be cleaned by the front desk staff. These include, but are not limited to:
 - The front desk area
 - Visa machine
 - Pens, clipboards used by patients
 - Chairs sat in by patient
 - The table holding facemasks and hand sanitizer
 - Front door handle sanitized 2-3 times per day
- Books and magazines have been removed from the front waiting area, as has the coffee machine and water cooler.
- Plexiglass screens have been installed at the front desk to separate office staff from patients and therapists.
- The inside door to the clinic will be held open, to limit a high-frequency touch point.

- As well as the enhanced cleaning protocols in our clinic, the clinic will be cleaned thoroughly by a professional cleaning company twice a week.
- Virtual appointments are available for physiotherapy, kinesiology, athletic therapy and registered holistic nutrition sessions, in cases where a patient prefers to complete their appointment online, they are unwell, or it is deemed appropriate by their treating therapist.

Pre-arrival protocol for patients

- Upon booking an appointment in our clinic, a email reminder will be automatically sent to the patient at the time of booking and the day before their appointment. These emails will contain information regarding our new clinic protocols, and will advise the patient they need to cancel their appointment if they are sick.
- A text reminder will be sent to the patients phone 3 hours prior to their appointment, again reminding them to cancel their appointment if they are sick. No late cancellation fee will be billed in these cases.
- Pre-screening will be performed prior to every appointment. A phone call from the front desk will confirm they have none of the following symptoms/ situations (if they do, they will re-schedule again in 2 weeks):
 - Cough
 - Sore throat
 - Generally feeling unwell or fatigued
 - Fever
 - Flu-like symptoms
 - Not been in contact with anybody with coronavirus
 - Not returned to Canada from overseas in the last 2 weeks
 - Results of the pre-screening are to be documented in Jane (our scheduling software) prior to each visit by the admin staff

- Please note, for appointments on Mondays, an email with the above information will be sent to you on Sunday morning. We request all patients with Monday appointments reply to this email.
- The pre-screening questionnaire will be added to the patients 'Jane' file, each time it is completed.
- Patients are required to wear a facemask at all times while in the clinic, including while laying on their stomach – if you do not have your own, you are able to buy one from our clinic for a small fee (\$1.50, which is face value).
- Patients will need to wait outside our clinic doors or in their car and our office staff will call them when their therapist is ready to see them– the treating therapist will let the front desk know when they are ready for the patient to come in.
- We ask that you do not bring family members in with you, or excessive clothing or bags, where possible
- Washrooms are closed to the public, except in cases of emergency

Pre-arrival protocol for staff

- It is the responsibility of the staff and contractors to report any symptoms of coronavirus to the clinic director or clinic manager directly, and **to not attend work for 2 weeks following this**. Work from home may be permitted, as appropriate.

Patient arrival protocol at clinic

- Patient to wait outside front door of clinic, or in their car – our front desk will call the patient, informing them to come in, once the treating therapist has confirmed they are ready to receive the patient.
- Patients are to clean hands with sanitizer (provided in our waiting area) and put on facemask; front desk needs to see patients use hand sanitizer. The patient can use soap and water if needed.
- The patient will stand on the floor decal in front of the reception desk and will be asked if it is OK to direct bill their insurance plan for them, if applicable.
- Patient will sign Covid 19 risk acceptance waiver, acknowledging that our clinic is taking all the needed precautions to protect them from contracting coronavirus while visiting our clinic.
- Patient will be greeted by their therapist, and led directly to treatment room by them – the goal is that they spend as little time as possible in the waiting area.

Protocol during treatment

- The therapist will maintain a 6ft distance from their patient, where possible.
- The therapist will remind the patient to not remove their facemask during their visit, as needed.
- The therapist will make a note of any equipment touched by themselves or the patient, and will clean any items which have been touched during the appointment – i.e. massage lotion bottles, therapy, electrotherapy equipment, treatment tables, plastic tub for patients property etc.

- A plastic tub will be available in each treatment room for the patient to leave their keys, wallet, phone etc. inside. This will be sanitized between each use by the treating therapist.
- The therapist will book their patients next appointment(s) while they are in the treatment room
- The therapist will ensure that hallways and the waiting room is clear of other people before allowing their patient to leave the treatment room and return to the waiting area.

Leaving the clinic

- Patient will return to the waiting area and stand on the floor decal, and will be informed if there are any payment requirements. Touchless payment is much preferred.
- Patient will be emailed any invoices and appointment information, as requested.
- Patient leaves clinic.

High risk patients

High risk patients include the elderly, those living with pre-existing comorbidities (including, but not limited to those with respiratory illness, heart conditions, diabetes, and immunocompromised patients).

It is the responsibility of both the patient and the treating therapist to decide if in-person appointments are appropriate for them. The final decision whether to proceed with an in-person appointment will lay with the treating therapist.

Appendix 1

Prescreening Covid-19 Penticton Physio

Patient name:

Date of screening:

Time of Screening:

Staff Name –

Questions	Yes/ No
Do you have any of the following:	
- A cough	
- Sore throat	
- Fever	
- Flu symptoms or generally unwell	
Have you been in contact with anyone with coronavirus?	
Have you returned to Canada from overseas in the last 2 weeks?	

Comments: