

# PranaTonic Covid-19 Office Safety Practices

## PATIENT INTERACTIONS

- **Pre-Screening:** Ask the Patient during appointment reminder calls if they are suffering from any COVID-19 symptoms such as fever, shortness of breath, dry cough, runny nose, sore throat, or loss of taste or smell. Reschedule the Patient's appointment for a later date if they are exhibiting any respiratory symptoms, or symptoms which could be attributable to COVID-19. Remind patients that we are not currently permitting any non-patients to accompany patients into the office and that they should wear a mask when they come for treatment.
- **Check-In Practices:** Each Patient and Personnel member should sanitize their hands prior to participating in check-in procedures.
- Ensure each Patient is wearing a mask while interacting with check-in office staff and practitioners.
- Measure the temperature of each Patient and Non-Patient with a contact-less thermometer at check-in.
- Sanitize all commonly-used objects such as clipboards, and pens following each check-in.
- **Passive Patient Screening:** Screen Patients for COVID-19 symptoms, or symptoms of respiratory illness, before the Patient enters the treatment area. If a Patient presents with suspected symptoms of COVID-19, or respiratory illness, isolate them immediately, provide a mask (if one is not in use), and consult county health department guidelines to refer the Patient to an appropriate treatment site.
- **Active Patient Screening:** Question the Patient about recent travel and potential exposure to COVID-19.
- Further question the Patient about whether they are suffering from a cough, respiratory symptoms, or any other COVID-19 symptoms. Document the Patient's chart with notes describing the questioning to show you have diligently screened each Patient.
- **COVID-19 Risk Informed Consent:** Ensure each Patient reviews, initials, and signs the COVID-19 Risk Informed Consent. To reduce waiting room crowding, e-mail intake documentation, including the COVID-19 Risk Informed Consent, to patients so they can bring completed forms to their appointment.
- **Scheduling & Payments:** When possible, appointment scheduling should be done online, or over the phone. Process payments using a contact-free method. Encourage patients and clients not to pay with cash. If patients insist on paying with cash, presume it is contaminated and place the cash in a separate envelope for decontamination. If the Patient has overpaid with cash, provide the option to credit the Patient's account with the overage; Providing cash change at time of payment should be avoided.

### **COMMON AREA SAFETY**

- **Waiting Room:** Avoid having multiple patients in the Office waiting room. This may mean spacing appointments further apart. Offer to have patients call when they arrive and then wait in their cars until they receive a call from your us indicating that it is their turn.
- **COVID-19 Signage:** Post signs outside of Office entrance door describing potential COVID-19 symptoms. Include Office contact information on the exterior sign so the Patient can reschedule the appointment without entering if they are exhibiting symptoms.
- **Facemasks:** Provide supplies such as alcohol-based sanitizer, hand soap, and tissue to Patients at Office entry. Ask patients to wear their own Facemasks. If they don't have one, one will be provided.
- **Spacing:** Place chairs at least 6 feet apart, if possible. Nobody should sit on the couch for now.
- **Communal Objects:** Remove communal objects such as reading materials, toys, and remote controls. If items must remain, clean them thoroughly several times a day.
- **Visitors:** Counsel adult Patients to attend their appointments alone, if possible. Limit non-patient presence in the office. If a non-patient individual accompanies a patient, inform them that they are required to wear a mask and have their temperature checked.
- **Public Health Notifications:** We will be diligently monitoring the COVID-19 infection rate in our local community. We will continue evolving our safety protocols consistent with CDC guidelines, as well as those of our state and local public health agencies.

### **FACILITY SAFETY**

- **Surface Sanitization Practices – Work Stations:** Regularly sanitizing work stations and making cleaning products and sanitizing wipes available to all employees.
- **Surface Sanitization Practices – Patient Areas:** Disinfect all Patient areas between Patient appointments. In addition to treatment tables, all therapeutic equipment, counter tops, chairs, door handles, clipboards, and garment hooks should be disinfected prior to and following each treatment.
- **Social Distancing:** Because our rooms are small, only 2 people should be in one room at any given time. If necessary, we will ensure the floors are clearly marked with brightly-colored markers to indicate 6 feet of distance in areas where individuals may congregate.
- **Daily Disinfection:** Ensure the Office is disinfected prior to opening and after closing on a daily basis. Personnel should arrive early to ensure disinfection is complete prior to Office opening.
- **Food & Drink:** Discontinue serving water, tea, coffee, or any other food or drink to Patients.

### **PERSONNEL AND PRACTITIONER SAFETY**

- **Staff Pre-Screening:** Conduct pre-screening of staff at the beginning of the shift. Assess suspicious symptoms and send the staff member home if any COVID-19 related symptoms are present.
- **Protect Personnel:** Ensure all Office personnel who come in close contact with Patients wear appropriate Personal Protective Equipment (PPE) such as facemasks, and gloves. When possible, barriers will be installed to limit contact with Patients.
- **PPE Protocols:** Ensure Personnel is aware of PPE safety practices, including discarding gloves after use and starting each treatment with fresh PPE supplies.
- **Inventory of PPE:** Conduct regular inventory of PPE supply to ensure availability to all members of the staff.
- **Personal Hygiene Practices:** Mandate effective hand hygiene by ensuring the staff has access to alcohol-based sanitizer as well as hand soap and water. Providers should wash their hands and/or sanitize before and after each treatment.
- **Enforce Social Distancing:** To the extent possible, allow for a minimum of 6 feet of space between Personnel while inside the Office.
- **Remote Employment:** In some cases, it might be possible to set up remote employment for staff who perform administrative or non-patient care tasks (i.e., billing, appointment confirmations, follow-up telephone calls) to reduce unnecessary exposure in the Office.
- **Sick Leave:** Personnel who develop suspected COVID-19 symptoms, or any respiratory-related symptoms, should not to report to work.