

## PATIENT FLOW THROUGH CLINIC v5 (1 January 2021)

### PATIENT ARRIVAL AND PRE-TREATMENT PROCEDURES

Maroon = PPE required

#### Before arrival:

Patient will have been automatically sent an online Health Survey.

When booking appointments, patients are instructed to look out for the health survey the day before their visit.

Receptionist to check survey has been completed before the patient arrives. If not, the questions must be asked on the doorstep. Follow-up call to be made if patient has answered "yes" and not called in. If unsure about whether an appointment is appropriate, refer to the chiropractor for advice.



#### PATIENT ARRIVES AT CLINIC

Door is locked. *Sign on door requests ring & wait.*

Receptionist opens door, welcomes patient and takes patient's temperature.

2m distance to be maintained as much as possible; patient instructed to wait on doorstep to enable optimal spacing. Patients will have been requested to arrive wearing a face covering in their confirmation/reminder email.

**PPE : Receptionist to wear face mask (IIR) and gloves.**

If patient fails temperature check, ask to wait on doorstep and refer to chiropractor.



#### Instructions given to patient:

"Use the hand sanitiser (on the wall in the entrance hall), then come through to make payment".

*"Wait here" sticker, hazard tape and A board with poster, to mark where to stand in Reception entrance until instructed to come forward.*



**RECEPTIONIST CHECKS PATIENT IN, REBOOKS IF PATIENT KNOWS WHEN THEY WANT TO COME NEXT; & TAKES PAYMENT. If patient does not have a satisfactory face covering, they must be provided with a mask.**

**PPE required: Gloves for handling card terminal. Mask (IIR) to be worn throughout the patient encounter.**

*Perspex screens are in place on Reception desk and counter. The counter screen has a notch to feed the card terminal through. Reception counter is pulled forward for optimal spacing.*

Wherever possible a 2m distance will be maintained. It is acceptable for this to reduce to 1m briefly when interacting with the patient, but this should be avoided and kept to a minimum. PPE to be worn at all times.

**Procedure for payment:** Patient is informed that a receipt will be emailed to them.

Contactless payment is preferred. No cash accepted.

NB If payment is made for multiple items, Jane will only send a receipt for the treatment unless you go into "billing" and send a combined invoice.

**Check the amount owed incase an item was added, e.g. Theraband, at the end of their previous treatment.**



#### RECEPTIONIST DIRECTS PATIENT TO AN EMPTY TREATMENT ROOM

Clear instructions to the patient will ensure they are directed to the correct room, whilst avoiding close proximity with the Receptionist. "The chiropractor will be with you in a few minutes, please wait here" (*direct to a chair to ensure 2m spacing when the chiropractor enters the room*), ask patient to change into a gown if they usually do so.

Receptionist sanitises all surfaces contacted by patient in entrance, cloakroom (if used) and Reception using disinfectant (Cleaning agent: DuoMax sprayed onto a cloth, or 70% isopropyl wipes).

Patients may use the cloakroom facilities if they wish. Cloakroom surfaces should be wiped after use.

## TREATMENT

Room preparation: double aspect windows open; air purifier with UV-C function switched on

Maroon = PPE



**CHIROPRACTORS CLOTHES NOT TO HAVE BEEN WORN OUTSIDE CLINIC.** Scrubs and Clinic T-shirts are provided for single session use, before washing on site at 60°C.

**PPE: IIR mask, goggles, fluid resistant apron and gloves are mandatory throughout the patient encounter.** Patients must wear face covering except under exceptional circumstances, at the chiropractor's discretion; **chiropractor to instruct patient.**

Fluid resistant fabric aprons are changed after every patient and placed in scrubs bag in treatment room; disposable aprons are available (kitchen cupboard) if fabric ones run out. Gloves are removed at the end of every treatment and placed in the clinical waste bin in the treatment room.

Masks can be used for the whole session, but may be changed multiple times in a session if they become moist or have been handled, and must be disposed of in a clinical waste bin.



### Pre-treatment discussion/history taking for NP (2m distance maintained):

The Main Treatment Room downstairs and Upstairs Back Treatment Room should be used where a lengthy discussion is required, because a minimum 2m distance can be more easily achieved. The Downstairs Back Room and Upstairs Front Room can be used for routine treatments; the chairs have been positioned to enable a 2m distance, but due to the smaller room size and layout, the larger rooms are preferable for longer consultations, i.e. New Patients.

**Chiropractor to consider room rotation at start of shift and discuss with Reception.**

**PPE: IIR mask, goggles, fluid resistant apron and gloves are mandatory throughout the patient encounter.**

*Vinyl chair coverings have replaced all fabric to enable sanitisation; new screen in Main Treatment Room can be pushed back to create extra space.*



### Hands-on treatment (<2m from patient):

**PPE: IIR mask, goggles, fluid resistant apron and gloves are mandatory throughout the patient encounter.** Patients must wear face covering except under exceptional circumstances, at the chiropractor's discretion; **chiropractor to instruct patient.**

Consider whether it is clinically necessary for patient to get changed/undress. Patients will be requested to attend wearing comfortable clothing, which may enable them not to disrobe. Keeping some clothes on may also help patients to stay warm with the windows being open in colder weather.

**Chiropractor to consider patient positioning to reduce face-to-face contact.** Patient to be prone or facing away from chiropractor as much as possible. Avoid >10 mins face-to-face contact. Dry Needling can be performed with gloves; intra-oral techniques to be avoided where possible.

*Pillows, face pads and pregnancy pillows have vinyl covers to enable sanitisation.*



### End of treatment:

**Chiropractor leaves all used equipment on desk or bench to be sanitised after treatment.**

**Chiropractor makes arrangements for rebooking**

(Rebooking can be done by the chiropractor, patients can go online, or the Receptionist can be asked to call)

**Patients to exit by the patio or back door (downstairs) or flat door (upstairs) to enable a one way system.**

*Outside lights have been installed by the back doors for safety after dark; hand rails have been installed outside the flat front door; hazard tape has been used to identify trip hazards at door sills.*

## AFTER TREATMENT



### Booking Next Appointment:

For maintenance patients, a follow-up appointment can be booked before the patient goes in for treatment. Alternatively, the chiropractor can make the booking at the end of the treatment, Reception can call the patient, patients can book online, or the patient may prefer to ring in.

Whoever books the appointment should remind the patient to look out for the Health Survey before they come.



### CHIROPRACTOR:

**Remove gloves. Sanitise hands. Remove apron. Sanitise hands again. As per PHE "Don & Doff" instructions.**

Disposables to be placed in white bin in treatment room. Apron to be placed in a scrubs bag in treatment room.

Masks to remain on unless the chiropractor is sitting in their zoned area. When masks are changed, they too must go in the white lidded bin.

*White bins with lids and foot pedals are provided in treatment rooms for all waste generated in the treatment room, i.e. PPE and soiled paper from the treatment; these are disposed of as Offensive Waste.*

In addition to the sanitising in the Donning & Doffing procedures, chiropractors must wash hands and forearms thoroughly, for at least 20 seconds, between each patient.



**RECEPTIONIST:** To sanitise all areas where surface contact has been made.

**PPE required for room cleaning:** Gloves (cleaned with hand sanitiser between use) & IIR mask.

#### Treatment room:

- Windows and doors must be opened during cleaning for enhanced air circulation.
- Benches are left uncovered; pillow cases, face pads, and cushions are all vinyl covered.
- All contact surfaces to be wiped down with DuoMax, including whole bench, chair & stool, equipment used, vinyl pillows, face pads, personal item baskets and door handles.
- Any laundry (e.g. gowns, pillow cases & aprons) to be placed in scrubs bag or spare pillow case in the room that they were used.

#### Front door, door handles and toilet (if used):

Sanitise all contact surfaces with disinfectant (DuoMax or 70% isopropyl).

Place disposable PPE in a lidded bin. Remove PPE as per PHE "Don & Doff" instructions.

Wash hands thoroughly afterwards.



#### End of session:

White lidded bins to be emptied; bags twisted & tied after excess air is removed, placed in yellow lidded Clinical Waste bin in the bunker, which is lined with an Offensive Waste ("tiger") bag. When full to the top, empty bin, tie the tiger bag and place in the Yellow Wheelie Bin (to be kept locked)

**Chiropractor & Receptionist** to discuss running of session. Feedback to be provided to Michelle regarding any areas of concern or suggestions for adapting/developing procedures.

**CHIROPRACTORS:** Ensure that rationale for offering treatment & additional safety measures have been recorded for higher risk patients. Sanitise goggles, tablet, and any personal equipment used, with Clinell or 70% Isopropyl wipes at the end of the session.