



North Canberra Osteopathy Coronavirus (COVID-19) Policy

Policy brief and purpose

This clinical policy includes the measures we are actively taking to mitigate the spread of coronavirus for our staff and patients. Our practitioners, staff and patients are kindly requested to read and follow these rules diligently, to sustain a healthy and safe treating environment. It is important we all respond responsibly and transparently to these health precautions. We assure you that we will always treat your private health and personal data with high confidentiality and sensitivity.

This coronavirus (COVID-19) company policy is susceptible to changes with the introduction of additional government guidelines. We will notify our patients via our online social media platforms if there has been a change.

Scope

This coronavirus (COVID-19) policy applies to all of our patients, practitioners and staff who attend the clinic. It also extends to any person attending the appointment with the patients including but are not limited to carers, parents, siblings or other relatives.

Policy Elements

Here, we have outlined the required actions of our practitioners and patients should take in order to protect themselves, their loved ones and anyone else they may come into contact with.

Patient guidelines when attending an appointment:

- Before the appointment we ask you to consider the ACT Health Facilities Research Test found at <https://screening.covid19.act.gov.au/user>. This may be sent as a questionnaire the night before your appointment for us to document your response in your clinical notes.
- We ask all patients to use hand sanitiser on arrival and when exiting the clinic.
- Masks are available on request.
- We ask when sneezing and coughing to do so into your sleeve but preferably into your elbow. If you use a tissue, please discard it properly and clean or sanitise your hands immediately.

- Patients are recommended to stand 1.5m apart from other patients attending the clinic. As this is not possible to maintain this distance with the treating practitioner, we ask that you be mindful of hygiene during the appointment.
- We have a limit to 3 patients (including people living in the same household or attending the appointment together) in the waiting room and in each treating room. If there are too many people in the waiting room, we kindly ask you to wait outside.

Cleaning and hygiene surrounding appointment:

- Hands are washed before and after contact with a patient. This is conducted with warm water and soap at a basin. Hand sanitisers are used sporadically throughout the appointment as an extra precaution.
- Doors are left open for a length of time throughout the day to allow significant ventilation in the rooms.
- Practitioners avoid touching your face, particularly your eyes, nose, and mouth with your hands to prevent spread of the infection.
- All surfaces touched by the patient are disinfected after each appointment using a highly acidic detergent that is anti-viral and anti-bacterial. Surfaces include but are not limited to massage table, bolster (used for supporting the back when lying on the table), plastic cover on the pillow and the clinician's seat. Single use paper towels are used.
- All towels used for the appointment are discarded afterwards.
- Masks are used according to the current health guidelines with the practitioner's discretion. If you would like your practitioner to use a mask, please verbally request before the appointment begins.

Other general hygiene measures:

- Everyone in the clinic is asked to avoid touching their face, particularly their eyes, nose, and mouth with their hands to prevent spread of the infection.
- Masks are worn based on the current recommended government guidelines. The masks used are recommended to shape the face, especially around the bridge of the nose. Disposable masks are preferred. Disposable masks are worn and discarded every four hours. Masks are available for all practitioners and are available on request by all patients.
- The clinic floors are cleaned on a scheduled weekly basis and are also cleaned sporadically throughout the week.
- The reception desk, chairs and bookcase are cleaned sporadically throughout the day.
- Our towels are washed at a minimum of 40° temperature using washing detergent and hygiene laundry rinse (bacterial and antifungal).

Sickness:

- If you have any cold or flu symptoms including coughing, sneezing, a fever, sore throat or you feel poorly we ask that you do not attend the clinic. If someone in your household, including children, are showing these symptoms we also ask you not to attend the clinic.

- If you are currently in isolation or someone in your household is in isolation, we ask that you do not attend the clinic under any circumstance.
- If you have been in contact with someone who has been diagnosed with the coronavirus (COVID-19) we ask you to not attend the clinic.
- In case of illness or isolation, practitioners will notify their patient's either directly or through our virtual receptionist and will not attend the clinic on the day or the days following until they are well again.
- In case of illness or isolation, or caring for someone with illness, we ask patients to contact the clinic either by phone call or email with as much notification as possible. The appointment will be cancelled and rescheduled. There is no late cancellation fee attached to a cancellation due to illness.
- If you have a positive COVID-19 diagnosis we ask you not to attend the clinic until you have a letter from the doctor confirming you have recovered fully from the illness.

Travel:

- If you have recently returned from an area of high coronavirus (COVID-19) cases, we ask you to isolate for 14 days before attending the clinic. Areas of high cases are constantly changing. For more information please check the Department of Health website (www.health.gov.au).

If you have any questions or concerns about the presence or content of this policy please contact the clinic manager at admin@northcanberraosteopathy.com.au.