



# Pandemic Policies and Procedures

## Patient Visit Process

1. Patient must be wearing a mask to enter the facility and continue to do so unless instructed by a medical professional.
2. Staff will take patients temperature before entering the facility.
  - a. If patient's temperature is 100°F or higher they will have to wait outside for five minutes and then retake the temperature to rule out a false positive.
  - b. If again temperature is 100°F or higher they will not be permitted on premises and it will be recommended that they seek medical advice from their doctor.
  - c. If second reading is 99°F or lower, a medical professional will determine if it is permissible for the patient to enter the facility.
3. If patient's temperature is safe, they will be brought directly to a treatment room and asked to wash their hands.
4. If patient has not completed all necessary treatment forms prior to their appointment, they will be handed a sanitized tablet or laptop to complete their forms.
5. Depending on the treatment, patient might be asked to wash their face or use mouthwash to assist in sanitizing the treatment area.
6. Upon completion of treatment, the medical professional will check if the reception area is free of other patients.
  - a. If there are other patients at reception, the patient will remain in the treatment room until the other patient leaves the reception area to ensure social distancing.
  - b. If the reception area is free, the patient will proceed to check-out, schedule future appointments.

## Post Patient Process

1. Upon completing treatment, staff will sanitize the treatment room:
  - a. Disinfectant will be sprayed on all counters, handles, floor, examination chair and other surfaces where there is opportunity for SARS-CoV-2 to settle.
  - b. Disinfectant will be left on the surface for 3 minutes to ensure that the disinfection properties have time to take effect.
  - c. After 3 minutes, all surfaces are to be wiped down.
2. Tablets and laptops used by patient are to be also wiped down by applying disinfectant to a lint free cloth and wiping down the surface.
  - a. Do NOT spray disinfectant directly onto the electronic devices.
3. Upon disinfecting treatment room and reception desk, tablet, etc. staff member will log date, time, print their name and sign the Disinfecting Attestation Form that the room was cleaned.
4. If multiple rooms are available, please alternate rooms for greater efficiency.



## Staff

1. All staff will sign a COVID-19 Consent Agreement, which outlines the risks of working during the pandemic, that they understand and will follow these policy and procedures.
2. All staff will have their temperature taken prior to starting their day at work.
  - a. If staff member's temperature is 100°F or higher they will have to wait outside for five minutes and then retake the temperature to rule out a false positive.
  - b. If again temperature is 100°F or higher they will not be permitted on premises and it will be recommended that they seek medical advice from their doctor.
  - c. If second reading is 99°F or lower, a medical professional will determine if it is permissible for the staff member to enter the facility.
3. All staff must wear face coverings
  - a. Non-medical staff can wear cloth face coverings or similar.
  - b. Medical staff must wear N-95 masks
4. All staff must wash hands upon entering facility
5. All staff must wash hands after every single patient interaction.
6. At the end of each business day, when no more patients are expected all surfaces in the general area must be disinfected:
  - a. Door handles
  - b. Reception desk
  - c. Office chairs
  - d. Tables
  - e. Desks
  - f. Counters
  - g. All electronic devices, remote controls, light switches, etc. by spraying disinfectant onto a cloth and then wiping the surface. Do NOT spray disinfectant directly onto electronic devices.
7. Last staff member to leave the facility will:
  - a. Take out trash and recycling
  - b. Send out all laundry for cleaning
  - c. Turn off all monitors
  - d. Open all treatment rooms and office door
  - e. Run robot vacuum cleaner
  - f. Ensure all doors to facility are locked