

Policies & Procedures for Treating Patients During COVID-19 Pandemic

Date Effective May 1, 2020

Date to be reviewed May 1, 2021

1. **PURPOSE**

To set the policy regarding evidence-based procedures for treating patients during the COVID-19 Pandemic. Current epidemiologic information suggests that human-to-human transmission of COVID-19 can occur when an individual is in close contact with a symptomatic case. Human coronaviruses are most commonly spread from an infected person to another person through: respiratory droplets; close, prolonged personal contact; and touching an infected area, then touching the mouth, nose or eyes before washing or sanitizing the hands. The purpose of this policy is to educate our staff on facility procedures and the use of evidence-based practices to minimize the chance of exposure to respiratory pathogens including SARS-CoV-2, the virus that causes COVID-19 to protect all personnel and clients. The application of routine practices and additional precautions (RPAP) is based on a point-of-care risk assessment (PCRA). Employees should use a risk assessment approach before and during each patient interaction to evaluate the likelihood of exposure.

2. **SCOPE**

This policy applies to all employees of External Affairs Medical Spas (Physicians, PAs, NPs, RNs, Aestheticians, CSRs, Administration Team and maintenance). All employees are expected to read and have a thorough understanding of the policy.

3. **DEFINITIONS**

Standard Precautions: The Centers for Disease Control (CDC) defines Standard Precautions as: “ A set of precautions designed to prevent transmission of HIV, Hepatitis B virus (HBV), and other blood borne pathogens when providing first aid or health care. Under standard precautions, blood and certain body fluids of all patients are considered potentially infectious for HIV, HBV and other blood borne pathogens. And although standard precautions do not apply to airborne pathogens, the protocols are similar.

Airborne Precautions are used for clients/patients known or suspected of having an illness transmitted by the airborne route and to prevent transmission of

airborne particles. For the purpose of this policy, all employees and clients will be treated as suspected cases until advised.

Airborne particles include organisms that remain suspended in the air over time and can be dispersed by air currents.

Mode of Transmission: Current data suggest person-to-person transmission most commonly happens during close exposure to a person infected with the virus that causes COVID-19, primarily via respiratory droplets produced when the infected person speaks, coughs, or sneezes. Droplets can land in the mouths, noses, or eyes or people who are nearby or possibly inhaled into the lungs of those within close proximity. Transmission can also occur through contact with contaminated surfaces followed by self-delivery to the eyes, nose, or mouth.

AGMP (Aerosol Generating Medical Procedures) Aerosol generating medical procedures (AGMP) are any procedure carried out on a patient/resident/client that can induce the production of aerosols of various sizes, including droplet nuclei. Medical procedures that generate aerosols or droplet nuclei in high concentration present an increased risk for opportunistic airborne transmission of pathogens not otherwise spread by the airborne route (e.g., SARS, influenza) and increase the risk for transmission of organisms known to spread by the airborne route (e.g., TB)

During AGMPs, healthcare workers (HCW) are to use a KN95 respirator or fluid resistant mask/surgical mask when performing or assisting. A face shield will also be worn during an AGMP. This type of protection is typically reserved for procedures that affect the airway such as intubation during ventilation. At Revival RN, we do not perform these types of invasive procedures, however, we do perform procedures which could cause clients to sneeze, cough, etc. which could potentially cause an aerosolizing condition. HCWs must take extra precautions during this pandemic and complete a point of care risk assessment as when working close to the eyes and mouth due to possible exposure of airborne droplets contaminated with COVID 19.

PPE (Personal Protective Equipment)

Personal protective equipment is special equipment you wear to create a barrier between yourself and bacterial or viral contaminants(germs). This barrier reduces the chance of touching, being exposed to, and spreading germs. PPE typically includes masks, face shields, safety glasses, gowns, and/or gloves.

Disinfectant

Disinfecting refers to using a chemical to kill germs on a surface. Disinfecting is only effective after surfaces have been cleaned. Use a “wipe-twice” method to clean and disinfect. Wipe surfaces with a cleaning agent to clean off soil and wipe again with a disinfectant. Regular household cleaning and disinfecting products are effective against COVID-19 when used according to the directions on the label. Use a disinfectant that has a Drug Identification Number (DIN) and a virucidal claim (efficacy against viruses). Alternatively, use a bleach-water solution with 100 ml of bleach to 900 ml water. Health Canada has approved several hard-surface disinfectants and hand sanitizers for use against COVID-19. Use these lists to look up the DIN number of the product you are using or to find an approved product. Make sure to follow instructions on the product label to disinfect effectively.

Hand Hygiene

Hand hygiene refers to proper practices which remove microorganisms (germs) with or without soil from the hands (refers to the application of alcohol-based hand rub, greater than 60%) or the use of plain/antimicrobial soap and water hand washing. Hand washing is the use of running water and plain/antimicrobial soap to physically remove soil and transient microorganisms from the hands with mechanical friction.

Covid Consent/Screening Tool

The Covid Consent and Screening Tool was developed to obtain special consent during the pandemic for consent to treatment, this tool also includes a series of pre-screening questions that patients must complete prior to their appointments. The purpose of this tool is to reduce exposure to COVID 19 by our employees and patients while in the clinics.

1. The COVID-19 Consent will be signed by the patients yearly or as indicated.
2. The COVID-19 Screening Tool will be administered at each clinic appointment the patient has till further notice.

Virtual Healthcare Consultations (VHC) Virtual healthcare consultations refer to the “virtual visits” that take place between patients and clinicians via communications technology — the video and audio connectivity that allows “virtual” meetings to occur in real time, from virtually any location. The purpose of VHC can vary.

4. PROCEDURES

COVID-19 Education

- All employees will receive education on this facility policy and procedures to minimize exposure to respiratory pathogens such as Covid-19 upon their return to work.
- All employees will be trained and educated on job or task specific information on preventing transmission of infectious agents. This training/education will be provided on-site and dry runs through all procedures for service providers, customer service representatives will be conducted, in addition to testing on knowledge of responsibilities. Members of the admin team will be assigned to monitor procedures.
- Daily discussions with employees will be reviewed at the start of shift regarding the need for self monitoring of adherence to procedures as well as peer monitoring and reporting of any insufficiencies to supervisors.

Patient Flow Systems

- Patients/clients will be directed to the on-line client forms for Vagaro to complete an updated medical history, consent for procedures during Covid pandemic, as well as consents for procedures booked. The objective of this new consent process is to minimize time in the reception areas as well as give patients the opportunity to be very thorough with the transfer of information. Paper charts will be available for clients if they are unable to complete information online.
 - If paper forms are utilized; patient is to be given a clean clipboard and pen for use. The items will be placed in a "DIRTY" bin to be disinfected after each use.
- Patients/clients will receive confirmation of their appointment via text, phone call and/or email with an additional reminder to complete on-line data requests (medical history and consent) or pre-fill out paper forms in advance. Certain circumstances may require the patient to cancel their appointment and reschedule for a more appropriate time. Patients/clients will be advised that they must sanitize their hands and wear a cloth face covering prior to entering the clinics. If they do not have a cloth face covering, a disposable mask will be provided to them. They must wear the mask while in common areas including the bathrooms. Masks may be removed for treatments once the service provider is wearing the appropriate PPE.
- During the COVID pandemic the patient interaction should be confined to the treatment room only when possible.
- Hand sanitizing stations are placed in the entranceways of the clinics as well as wall mounted and individual containers throughout the clinic.

- Thermometers are available at the front desk to check temperatures for incoming clients as well as staff. Each thermometer is to be wiped with disinfectant between uses and as necessary.
- Signs are placed at all entrances to reiterate our mission of protecting our patients/clients and our team. These signs also include detailed descriptions of the procedures that are required before entrance into the clinics.
- No additional friends or family members may attend appointments until the pandemic is over. No children. This change in policy will be communicated to patients/clients via reminder texts, phone calls and/or emails prior to their appointment.
- Staffing schedules have been modified to decrease the number of patients/clients in the clinic.
- Patients/clients will be taken directly to a treatment room to limit wait times in common areas. Patients will be told not to arrive sooner than 5 minutes prior to their scheduled time. If a patient does arrive earlier they may wait outside the clinic or in their vehicle.
- If schedules with service are running late/behind; patients will be notified by staff to adjust their arrival time.
- All efforts will be made to separate clients by 6 feet. When this is not possible, ensure that clients are wearing masks to protect others.
- Virtual consultations for skin treatments, injectables, follow-up and prescriber visits will be available to book for those who prefer to stay home or unable to come into the clinics.

Clinic Flow Systems

The following services have been discontinued until the COVID pandemic no longer poses an immediate threat to our patients/clients and employees:

- Use of self-serve hospitality bar. Single serve beverages and snacks are available should a client need them.
- Use of magazines, flip charts, brochures, and any other shared items in waiting areas, as well as office items shared among patients , such as pens, clipboards, etc.
- All hard services, including counter tops, furniture, sinks, beds and door handles to be wiped after each patient/client leaves the physical area.
- Waste baskets with disposable liners are now placed throughout clinics.
- Single use gloves are to be discarded after each use and followed by hand hygiene.
- Single use disposable drapes and pillow cases are to be discarded after each use into waste baskets followed by hand hygiene.

- All medical equipment used on patients/clients such as blood pressure cuffs or stethoscopes are to be sanitized after each use by that medical professional.
- Bathrooms are to be stocked with soap, hand sanitizer, and disinfecting wipes on a regular basis.
- Masks must be worn by all employees who have contact with patients.
- Cloth masks may be worn by front desk staff.
- Face shields or eye protection with surgical masks will be provided to those service providers performing treatments on or in close proximity to a patient/client's face. Reusable PPE must be cleaned between patients as per manufacturer's instructions.
- Reps will not be allowed in the clinic unless they have a planned meeting with staff.
- Deliveries from regular companies (UPS, FedEx, CINTAS, etc) will be allowed. Delivery providers will be required to wear a mask if they need to enter the clinic. Effort should be made for staff to accept deliveries "no contact" when possible.
- Clients should be limited to accessing/touching retail products.

End of shift cleaning

- These procedures are to be followed at the end of day or end of shift daily.
- No-touch methods for handling laundry and waste removal (wear gloves, discard immediately, then sanitize or wash hands) are now required by all employees.
- All furniture in waiting areas and treatment rooms must be wiped down with approved disinfectant and paper towels.
- All hard surfaces in treatment rooms including sinks, light switches, counter tops, tap sets, toilets and handles, phones, computers, mice, cash registers, all devices in treatment rooms including doorknobs to be wiped down with approved disinfectant and disposable towels (gloves must be worn when using wipes).
- All floors in treatment rooms and common areas including bathrooms and staff rooms to be mopped with an approved disinfectant.

Personal Hygiene

- All service providers must keep hair tied back.
- All employees must wear closed toe shoes that can be wiped with disinfectant wipes prior to exiting the clinics.
- All service providers should wear scrubs according to the EA dress code that can be laundered after each use.

- Alternatively, service providers can wear appropriate clothing with a smock that can be laundered after each use.
- Service providers may wear a lab coat over clothing and leave the lab coat in the clinic.
- Staff will limit the number of personal items they bring in with them to the clinic.

Staffing

- The decision to re-open during the COVID pandemic may require a reduction in the number of service providers.
- Virtual consultations and follow-up will be available to give clients the option of speaking to their service provider without having to come into the clinic.
- Virtual staff meetings will also be arranged to avoid gatherings of more than 10 until advised otherwise.
- Staff will be cross-trained as much as possible to enable an enhanced patient/client experience and prepare the workforce for a possible decline in employees due to illness. Administrative staff must be available to assist with operations should illness arise.

Reporting/Contact Tracing

- If the clinic is notified that a client tested positive within the 2 week period following their appointment any staff member(s) they came in close contact with must cease work till they have received a negative COVID-19 test.
 - Staff members working in close proximity to the affected staff member(s) should strongly consider being tested for COVID-19.
- Any patient/visitor that the affected staff member(s) came in contact will also be contacted and informed that their provider was exposed to a KNOWN POSITIVE COVID-19 CASE and the provider is getting tested. The patient/visitor would also be encouraged to seek COVID-19 testing in the community.
- A diligent effort will be made to notify the contacted patients if the COVID-19 test of the staff member(s) comes back POSITIVE.
- If the staff member(s) COVID-19 test comes back POSITIVE they must follow current CDC guidelines for self-isolation and returning to work.
<https://www.cdc.gov/coronavirus/2019-ncov/if-you-are-sick/steps-when-sick.html>
- If any staff member, patient, etc ever feels their safety is placed in jeopardy or are being asked to work under unsafe working conditions they may contact the State of Michigan at: www.michigan.gov

It is the responsibility of each employee to monitor their health and report any flu-like symptoms to the clinic director (Erin Jedrusik, RN). COVID testing and isolation may be ordered after assessment by the Clinic Director/Registered Nurse and/or Medical Director.

Approved Signatures:

**Dr. Jerry Huss, MD
Medical Director**

Date

**Erin Jedrusik, RN
Clinic Director & Owner**

Date