

MedSpa Health Centre COVID-19

SAFETY PLAN

Introduction

This plan was developed with the goal of reducing the risk of exposure to the virus that causes COVID-19 for both patients and the practitioner within our clinical setting. Here, we identify the actions that the therapist at MedSpa Health Centre commits to, and that all visiting patients must commit to, in order to resume massage therapy services. Different interactions offer different levels of protections. Wherever possible, we are using the protocols that offer the highest level of protection. Where physical distancing is not possible, we are combining different levels of protection to minimize risk of transmission.

The overall aim of these protocols is to reduce the potential coronavirus transmission by implementing:

- **Limiting public access to the clinic and number of people in the clinic waiting area**
- **Required ongoing self-assessment for signs of COVID-19 related illness in both the patient and therapist**
- **Reducing all physical, non-treatment related interactions among all people within the practice environment**
- **Hand hygiene requirements**
- **Face touching avoidance**
- **Enhanced cleaning protocols**
- **Appropriate use of Personal Protective Equipment**
- **Professional Obligations with respect to informed consent & liability insurance**
- **Efforts to minimize risk to all**

Limiting Public Access and Interactions

- **We established a new policy of not accepting walk ins**
- **Patients are instructed to wait outside the front door until they are called in by the therapist**
- **Patients are asked to avoid the use of common areas such as washrooms unless absolutely necessary**
- **Everyone is instructed to keep social distance within the clinic**
- **We have established occupancy limits within common areas**
- **Appropriate signs were posted in the clinic with above instructions**
- **We implemented longer break times between appointments to avoid any waiting times and patient gatherings**

Symptom assessment for COVID-19

The foremost method for minimizing risks of transmission in the clinic will be through an in depth screening of staff and patients

- **Patients will be screened for COVID-19 symptoms 24 hours before their appointment by a therapist interaction on initial visit and via our software survey on subsequent visits. Records of the screening will be stored in patient profiles**
- **Therapists will perform a patient screening survey prior to the treatment. The survey will be signed by the patient and stored in patient profile**
- **Staff will do a self-screening via a software chart survey prior to leaving to work and upon arriving at work. Records will be kept in staff profiles in our software**
- **Should patients develop any sign of symptoms, even mild, they are asked to cancel all their appointments immediately**
- **Patient will not be charged cancellation fees associated with the late cancellation in relation to COVID-19**
- **Should staff develop any symptoms, even mild, they are required to report to management and don't come to work or leave work immediately**
- **Everyone will have temperature checked upon arriving at the clinic via a touch less thermometer**

Patient Procedures

- **All patient procedures will be communicated to the patients and posted on our website with links to the document provided through all our correspondence channels**
- **Patients can and should cancel any time with NO CANCELLATION fees for any COVID-19 related reasons**
- **Patients MUST cancel if they have any signs of symptoms**
- **Patients are required to complete a COVID-19 survey 24 hours prior to their appointment. The records of it will be stored in their chart**
- **Patients are asked to arrive to the clinic alone when possible**
- **Patients are asked to bring and wear a face mask upon the entry**
- **If the patient does not have a mask, one will be provided to them by the clinic**
- **Patients are instructed to wait outside the clinic 5 min. before the appointment and wait to be guided in by the therapist**
- **Patients are instructed not to touch any door handles**
- **Patients are instructed to keep social distance with others within the clinic**

Patient Procedures Continued

- **Patients are required to sanitize their hands upon entering and leaving the clinic**
- **Patients are asked to avoid the use of washrooms unless for emergencies and washing hands**
- **All patients will be required to sign a new updated consent and waiver form with understanding that receiving treatment in the pandemic poses risks. Both the patient and therapist must agree to the treatment**
- **Patients are required to complete and sign a COVID-19 survey prior to treatment. This screening is done by the therapist and the records will be stored in patients chart**
- **Patient belongings will be stored in containers provided in the treatment room**
- **Upon the end of the treatment, patients are instructed to notify the therapist when they are done changing so that the therapist can open the door for them**
- **Patients are instructed to leave the clinic as soon as possible**
- **If patient needs to pay for the treatment, a touch less option is provided. NO cash policy. Only digital receipt will be provided via an email**
- **Patients will be guided out either by the therapist or the receptionist**

Clinic Areas Modifications

- **Appropriate signs and instruction have been hang through the clinic**
- **Chair in the reception were spaced to comply with social distancing. Waiting area is used only when absolutely necessary. Otherwise, its use is discouraged**
- **A protective barrier has been installed at the reception desk**
- **All treatment rooms are cleared of all unnecessary equipment (such as chairs, pots, and other instruments). Only a treatment table, stool, and cart remain**
- **Containers for patient belongings and for staff equipment is installed in the rooms**
- **Cleaning equipment is provided throughout the clinic (such as gloves, disinfectants, paper towels, paper tissues, and hand sanitizers)**
- **Clean linens are stored in the containers**
- **Reception equipment is stored in the containers for ease of cleaning**
- **We no longer serve tea and snacks**
- **Kitchen is for one person use at a time**

Staff Procedures - ALL

- **Prior to going to work, do a self assessment by going into your patient profile in Jane and filling out a Covid-19 survey in your chart. Sign that chart**
- **When you arrive for work, please perform the survey again, saving and signing the chart**
- **If you develop ANY signs of symptoms, STAY Home or GO Home immediately**
- **Keep social distance with others within the clinic**
- **Avoid standing in hallways**
- **If you see patients coming through, please move to provide sufficient space**
- **When guiding patients, make sure there is no one else in the hallway. If you see other practitioner guiding patients/move away when possible and make room for them**
- **Use a paper tissue when opening and closing front door**
- **Don't use shared office supplies (pens/computer/desks) unless necessary**
- **Use your own devices for charting and schedule tracking**
- **Avoid touching your face**
- **Use a tissue if an itch must be addressed**
- **Wash clothes after every shift**

Social Distancing - ALL

**Unless completely unavoidable,
do your best to keep social
distancing of 2M with others at
the clinic**

Covid-19 Self-Assessment Steps

- **Go to Patients tab -> Enter your name -> Select Your Profile -> Chart Tab > Add new Covid-19 Screening Survey**

The screenshot displays a web application interface for MedSpa Health Centre. At the top, there is a navigation bar with tabs for Day, Schedule, Patients, Staff, Billing, Reports, and Settings. The user is logged in as Sergei Morozov, and the current view is the Staff Profile for Sergei Morozov. The profile includes a search bar, a list of tabs (Profile, Edit / Settings, Chart, Appointments, Billing, Messages, Files), and a 'New Chart Entry' button. The 'Chart Entries' section shows a list of COVID-19 screening surveys from June 3, 2020, to June 5, 2020. Each entry includes a search bar and a list of questions related to symptoms, travel, and PPE usage. A dropdown menu is open on the right side of the screen, showing options for adding new chart entries, including 'COVID-19 Screening Survey'.

COVID-19 Assessment Outcome

IMPORTANT!

IF PATIENT HAS ANY SYMPTOMS OF BECOMING SICK, THE APPOINTMENT SHOULD BE CANCELLED WITH NO PENALTIES/CANCELLATION FEES

IF YOU, STAFF, HAVE ANY SYMPTOMS, YOUR SHIFT SHOULD BE CANCELLED AND YOU SHOULD REMAIN HOME

Hand Hygiene

- **Upon arriving to the clinic from outside, sanitize your hands**
- **If washing your hands, wash thoroughly for at least 20 seconds**
- **After touching common/shared surfaces, wash/sanitize your hands**
- **After cleaning procedures, wash/sanitize your hands**
- **After you had contact with others (patients or staff), wash/sanitize your hands**
- **Patient should be able to see/hear the therapist washing and drying hands before and after treatment. The therapist must sanitize hands and confirm verbally that hands were washed before and after treatment, to maintain trust**

Practitioner Procedures

- **If seeing a patient in COVID-19 environment for the first time, please call a day in advance to personally connect with the patient and do a Covid-19 survey. Complete a COVID-19 survey chart entry in the patients profile**
- **If you are seeing patients in a greater risk zone for COVID-19, discuss with the patient risks and benefits of commencing the treatment. Consider delaying the treatment to a later time**
- **For subsequent visits, patients will receive an online survey that they need to fill out**
- **5 minutes before the appointment or when notified by a receptionist, go to the front door. Take the patient in**
- **Instruct the patient to sanitize/wash their hands and guide the patient into the treatment room**
- **Open all the doors for the patient**
- **Have disinfected container with Covid-19 survey and initial visit consent and waiver form ready in the treatment room, obtained from the front desk**

Practitioner Procedures Continued

- **Wear PPE: mask/face shield**
- **Perform COVID-19 survey, have the patient sign it**
- **If patient is initial visit in the COVID-19 environment, have the patient sign the initial consent and waiver form**
- **Store signed forms in the container. Bring the forms to reception after the treatment**
- **At any time, if the patient feels uncomfortable with the treatment or unsafe, cancel the treatment. There would be no cancellation fees nor any costs associated with the cancellations**
- **After the treatment, instruct the patient to get ready and call you. You will open the door for them**
- **After the treatment instruct the patient to apply hand sanitizer/wash hands and guide them out**
- **Check with reception if patient needs to pay, if yes, leave the patient at the front door. If no, guide the patient out**
- **Clean the treatment room**
- **Change mask and clean face shield**
- **Complete a Cleaning chart entry in Jane in the patient profile notes**

Covid-19 Patient Assessment 24 hours

- **Phone assessment should be done for all initial visits in the pandemic (including returning patients)**
- **Call the patient a day before. You can use following script:**
 - Hi, I'm [your name], calling from MedSpa health centre regarding your massage appointment tomorrow at [time]. As part of the treatment, we are required to do a Covid-19 assessment. Do you have a couple of minutes to go over some questions?
 - [do the survey] - survey is found in Patient Chart in Jane
 - Then thank them. Then, please mention to them to stay outside the clinic 5 min before the appointment when they arrive for their appointment. And also please ask them to bring a clean mask to wear in the clinic.
- **If patient does not answer, leave a message and send a text message (if we have cellphone on file).**
- **Do your best to reach the patient. If unable to reach the patient, make a note of it in the patient chart in Jane**

Patient Assessment In-clinic

- **After taking the patient into the treatment room, perform a Covid-19 assessment**
- **In advance, prepare a disinfected container with printed Covid-19 assessment form**
- **Go over the survey. Ask patient to sign. The pen is disinfected with the container. Tell that to the patient.**
- **Put the forms into the bin**
- **Ask the patient to use hand sanitizer**
- **Take the container back to reception**
- **Reception guide:**
 - Place completed forms into a dedicated container for scanning the forms later
 - Disinfect the container and the pen with the disinfectant
 - Print new forms (Covid-19 survey, and consent and waiver) and place them into the container

Patient Assessment Special Considerations

- **Therapist should cancel treatment if patient doesn't meet the pre-screening criteria on physical presentation at the practice environment**
- **Ensure patient feels empowered to make their own decision on what they need to feel safe in order to receive treatment**
- **Patients at greater risk: If pre-screen results indicate "go ahead", assess necessary precautions on arrival when therapist sees the patient's presentation**

Treating Patients Exposed to Covid-19

- **General public patients exposed to Covid-19 - NO treatment can be rendered at this time**
- **Patients who are health care workers (HCW) who have been exposed to patients with COVID-19: therapists have the discretion of providing treatment to health care workers who may have been exposed to COVID-19. In making the determination to treat or not, consult the risk assessment tool offered here: BCCDC's Exposures and return to work for health care workers - see next slide. If the HCW falls into the No Risk category, treatment can be provided. If the HCW falls into the Low Risk category, treatment can be provided, but ask them to wear a surgical mask**

STEP 1:
Determine HCW
PPE level

STEP 2:
Determine patient
exposure scenario

STEP 3:
Determine
risk level

STEP 4:
Implement recommended
measures

Exposure Scenario		Exposure Risk	Recommendation
HCW PPE	PATIENT		
-	 2m distance  Less than 15 mins	NO RISK	Not considered a close contact. If HCW asymptomatic, 1. CONTINUE to work, follow general precautions for all HCW 2. No further follow-up required by WHS
All appropriate PPE	 Wore mask  NO mask		If HCW develops symptoms, 1. EXCLUDE from work + SELF-ISOLATE (until deared for return to work) 2. NOTIFY supervisor/delegate 3. TEST – follow facility process to get tested or contact PWHCC
No gloves/gown (but wore mask + eye protection)*	 Wore mask  NO mask	LOW RISK	If HCW asymptomatic, 1. CONTINUE to work 2. SELF-MONITOR for symptoms for 14 days
No surgical mask/ No eye protection	 Wore mask		If HCW develops symptoms, 1. EXCLUDE from work + SELF-ISOLATE (until deared for return to work) 2. NOTIFY supervisor/delegate 3. TEST – follow facility process to get tested or contact PWHCC
Perform AGMP + Wore surgical mask	-		
No PPE	 Wore mask  NO mask	HIGH RISK	If HCW asymptomatic and essential: 1. CONTINUE to work WITH PRECAUTIONS (wear mask at all times, practice physical distancing) 2. SELF-MONITOR for symptoms for 14 days
No surgical mask/ No eye protection	 NO mask  Active cough		If HCW asymptomatic and non-essential: 1. EXCLUDE from work + SELF-ISOLATE for 14 days 2. NOTIFY supervisor/delegate 3. SELF-MONITOR for symptoms
Perform AGMP + No N95 respirator/ No eye protection	-		If HCW develops symptoms, 1. EXCLUDE from work + SELF-ISOLATE (until cleared for return to work) 2. NOTIFY supervisor/delegate 3. TEST – follow facility process to get tested or contact PWHCC



HCW and patient were more than 2m apart during entire interaction



Patient-provider interaction lasted less than 15 minutes (may be cumulative)



Patient wore a mask during entire interaction



Patient did NOT wear a mask



Patient had active cough or cough-inducing procedure performed (e.g. swabbing)

*Risk level may increase for not wearing gloves and gown if there was extensive body contact with the patient's body fluids.

Informed Consent

- **It is therapist responsibility to advise the patient that informed consent is required**
- **As a part of the consent & waiver of liability, patients must commit to understanding that while we've taken all possible measures to minimize risk of viral transmission. The nature of therapy means that physical distancing is not possible in the treatment room**
- **In order for treatment to commence, the therapist and patient must agree that the therapeutic benefit outweigh any potential consequence of treatment, including the possibility of viral transmission**
- **Patients with higher risk profiles and or weakened immune systems hold consider alternatives for care and postpone treatment**
- **In the current environment of Covid-19 risk, informed consent requires that the patient be informed and understands that:**
 - Any treatment involves some risk of Covid-19 transmission
 - The patient and the therapist must both agree that the benefits of therapy outweigh the potential risks involved
 - The therapist is following protocol to help reduce or mitigate risk where possible, but that risk cannot be reduced to zero
 - The patient consents to the treatment despite some risk
 - And the therapist will document the patient's consent in advance and at every treatment
 - Patient MUCT cancel at any time if they have any signs or symptoms of Covid-19. There are no cancellation fees

Personal Protection Equipment

- **The therapist should wear a mask at all times while working with a patient**
- **Avoid touching or adjusting the mask while in use**
- **Face masks should be changed in-between appointments**
- **If utilizing a face shield, the therapist should disinfect the shield in-between the appointments**
- **All staff should wear gloves when performing cleaning duties**
- **Hands should be washed after each time gloves are used**
- **Patients are required to wear a mask at all times while in the clinic**
- **If the patient refuses to wear a mask, treatment is refused**
- **If patient does not have a mask, a single use mask is provided to the patient. Make sure to wash hands before handing mask to the patient**

Treatment Room Cleaning Procedures

After every treatment, perform following cleaning while wearing gloves:

- **Remove all linen**
- **Clean the massage table, face piece, legs and levers**
- **Clean pillows and bolsters**
- **Clean stool**
- **Clean all containers**
- **Clean all shelves and surfaces**
- **Clean door handles**
- **Clean light and music switches**
- **Clean oil bottle**
- **Drape new, clean linen**
- **Clean personal items**
- **Clean face shield/change mask**

Adding Treatment Room Checklist

- **After the appointment go to patient profile -> Chart -> Add new Treatment Room Cleaning Checklist**

The screenshot displays a medical software interface for 'MedSpa Health Centre'. The top navigation bar includes 'Day', 'Schedule', 'Patients', 'Staff', 'Billing', 'Reports', and 'Settings'. The user is logged in as 'Sergei Morozov'. The main content area shows the patient profile for 'Test Test' (Patient # 3458) with tabs for 'Profile', 'Edit / Settings', 'Chart', 'Appointments', 'Billing', 'Messages', and 'Files'. The 'Chart' tab is active, showing a list of 'Chart Entries'. A 'New Chart Entry' button is visible, and a dropdown menu is open, listing various entry types: Chief Complaint, Vitals, Note, Body Chart, Sketch, File / Image, Spine, COVID-19 Screening Survey, Homecare, Massage Therapy Initial Intake, Massage Therapy Subsequent Visit, and Treatment Room Cleaning Checklist. The 'Treatment Room Cleaning Checklist' option is highlighted. The chart entries list includes a recent entry for '12:45 - 2:10 PM Test Test: Therapeutic Massage 60min. First Visit' and two 'General Intake Form' entries from February 15, 2020, and January 15, 2016.

Common Areas/Reception Cleaning Procedures

- **Wear gloves when performing cleaning tasks**
- **When arriving and leaving work clean reception area:**
 - Desk and containers
 - Keyboard/mouse
 - Chair
- **3 times a day clean common areas:**
 - Door handles
 - Washroom surfaces
 - Reception front desk surface (patient area)
 - Electronic devices (if used)
 - Linen shelf and music player
- **When passing anything to patient (such as POS terminal or pens), clean it in front of them**

Laundry Procedures

- **All laundry items (linens, blankets, towels) are SINGLE USE only**
- **When taking laundry to basket, don't wave it and don't throw it. Carefully place laundry in the basket to avoid any potential contamination**
- **Keep laundry basket lid closed**
- **Regularly wash laundry to prevent laundry bin from overflowing**
- **When putting laundry to wash, MUST wear PPE:**
 - Face shield
 - Mask
 - Gloves
- **Fold clean laundry into containers, always cover container with the lid**

Liability Insurance

- **The therapist should have active liability insurance for their area of practice**
- **The therapist should follow all health and safety guidelines as outlined by their professional association**
- **No guarantees have been made by the therapist that the patient may not come in contact with Covid-19 at or during the appointment**

Patient Tests Positive For Covid-19

- **If patient tests positive for Covid-19 within 14-day period of onset of symptoms of visiting the clinic:**
 - The patient should immediately notify clinic management and the therapist to inform of the positive result and possible transmission
 - The therapist should self-isolate
 - The therapist will call public health at 8-1-1 to report the possible transmission and act on direction of Provincial Health

Patient Alleges They Caught COVID-19 From The Therapist

- **The therapist will immediately call public health at 8-1-1 to report the alleged transmission, providing both the name of the RMT and the name and contact details of the patient**
 - The patient must agree to the release of this information under these circumstances in order to receive treatment
- **All massage therapy appointments will be cancelled and the Therapist will cease to provide services until Public Health has investigated and provided direction**
- **The therapist will immediately self-isolate until Public Health has investigated and provided direction**
- **It's therapist's duty to immediately inform his or her colleagues of transmission risk**
- **The therapist must report to their insurer in accordance with the requirements of their insurance policy**

Therapist/Staff Catches COVID-19 OR Displays Symptoms of Covid-19

- **The therapist/staff will immediately self-isolate**
- **The therapist/staff will call public health at 8-1-1 to report the symptoms and request access to Covid-19 testing**
- **If testing is done:**
 - All appointments/shifts will be cancelled and the therapist/staff will cease to provide services until test results are returned negative
 - If testing proves positive the therapist/staff will follow Public Health directives in informing patients treated over the previous 14 days about potential transmission
- **If testing is not done:**
 - All appointments/shifts will be cancelled and the therapist/staff will cease to provide services for a minimum of 14-days beyond the onset of symptoms, and/or until symptoms cease

Therapist/staff Comes Into Close Contact

- **If the therapist/staff comes into close contact with someone showing signs of illness or tests positive for Covid-19**
 - The therapist/staff should immediately self-isolate
 - All appointments/shifts will be cancelled and the therapist/staff will cease to provide services until:
 - The close contact has been tested for Covid-19 and the results proved negative and the therapist is well
 - OR after self-isolating for 14 days and having no symptoms of fever develop
 - OR being cleared by a public health official

Asymptomatic Spreaders

- **This is an unavoidable risk of practice until there is either an effective treatment or an effective vaccine against COVID-19**
- **CMTBC's Interim Guidelines for Return to Practice include elements that mitigate risk:**
 - screening – An RMT can screen not only for symptoms, but for contacts, e.g., has the patient isolated within a restricted “bubble”, and if so for how long? Has he or she had extensive contact with individuals outside his/her immediate family, pod or unit (other than service workers at grocery stores, banks, other)? Is the patient aware of anyone in their contacts who has COVID-19 symptoms? The RMT should be prepared to share this information about themselves, as well. It is the duty of the RMT to screen all those who enter the practice environment, to ensure that only healthy people do so
 - related is the question of trust – how well does the RMT know the patient – and trust the patient to have been prudent and cautious? Ethical practice requires that RMTs honour patients' trust in their RMT – the trust relationship goes both ways
 - very strict adherence to hand hygiene, by RMT and by patient
- **The risk remains, which is why the informed consent discussion at the outset of treatment is critically important**

**Notify
management if
you have
anything to add**