



Be Motivated

Best practices during physical consultations

Introduction to Physical Consultations Best Practice

As we prepare to return to our practices, enforcing safety vectors is the key to reducing the spread of COVID-19 during physical consultations. Crowded waiting rooms, direct patient contact and high volume traffic in corridors are prime hosts for the spread of airborne contaminants. Although, direct patient contact is unavoidable during physical consultations, applying universal precautions and social distancing safety measures within the clinic are key to ensuring minimal risk to both you and your patient.

Topics covered:

- Clinic Adjustments
- Pre-consultation Procedures
- Consultation Procedures
- After-consultation Procedures



Recommendations of clinic adjustments



One-way corridor traffic systems: Creating one-way traffic systems with visual signposting and floor markings will help manage patient flow and promote safe distancing between patients and staff.



Scheduling adjustments: Previously planned and elevated consultation times will help reduce traffic in clinic corridors and the risk of overcrowded waiting rooms.



Protective screens: Installing protective plexiglass screens at reception desk(s) will help minimize direct contact between receptionists and patients.



Personal protective equipment (PPE): Although it is encouraged patients should wear their own masks, supplying surgical masks, hats and gloves at the entrance of the clinic will encourage the use of PPE in the clinic.

Physical Consultations Clinic Adjustments

Optimal hand hygiene: Maintaining optimal hand hygiene is regarded as the most important element of preventing and controlling infection. Providing hand sanitizing and hand washing facilities at the entrance of each clinical area will encourage ideal hand hygiene practices and can significantly reduce the risk of spreading infection. Providing patients with hand washing instructions above the washing facilities will ensure the proper washing techniques are preformed.

WASH HANDS WHEN VISIBLY SOILED! OTHERWISE, USE HANDRUB

Duration of the entire procedure: **40-60 seconds**



Pre-consultation Best Practices Procedures

Providing patients with detailed instructions of new safety procedures at the clinic will help reduce confusion and promote an optimal safety environment for you, your staff and your patients.

This includes:



Pre-arrival check-in from car: If your facilities allow this service, encouraging your patients to check into the clinic for their consultation from a car will help minimize contact with staff and promote social distancing safety precautions.

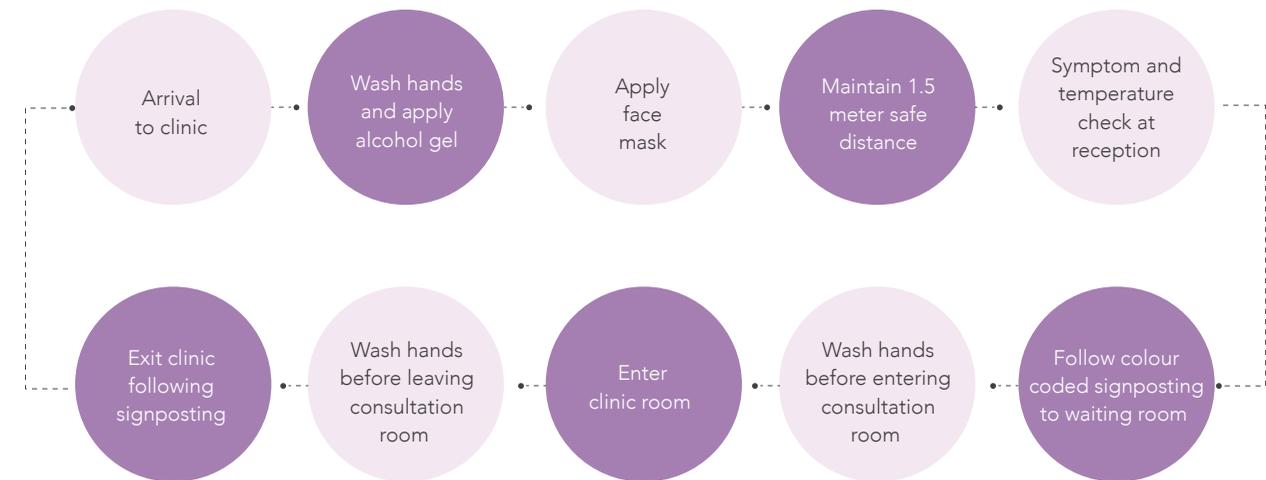


Temperature and symptom checker: Temperature, symptom and exposure checks should be carried out on arrival to clinic to ensure the patient has not developed any new symptoms or has been recently exposed to the virus.



Hand hygiene and personal protective equipment (PPE): Instructions of hand washing techniques and encouragement of wearing PPE when attending the clinic.

Clinic flowchart instructions: Preparing your patient with detailed instructions of new universal precautions such as the clinic layout and personal sanitizing routines can help promote efficient flow infection prevention.



Example of Patient Flow Chart

Best Practice During the Consultation

While historic practices still include hand washing and cleaning regimes before and after patient contact, stricter safety procedures are required to ensure a reduced risk of transmission via airborne contaminants, surface droplets and direct transmission.



This includes:

Hand hygiene: Hand washing of both the patient and doctor upon arrival to the consultation room and after the consultation.

Personal protective equipment (PPE):

Doctor: During the consultation a disposable apron, surgical masks and gloves should be worn during the consultation and then appropriately removed at the end of the consultation.

Patient: Use of a face mask throughout the appointment until leaving the building.



Management of patient clothes during examination: During an examination the patient should be provided a plastic bag in which they can place their clothes.

Best Practice After the Consultation

Following the consultation, infection and prevention measures should be performed in the consultation room to effectively remove any surface droplets.

This includes:

Consultation room deep cleaning: After each examination, once the patient has left, all surfaces, floors and equipment located within the consultation room should be disinfected using alcohol or approved surface disinfectants as per locally dictated infection and prevention protocols.



Air ventilation: Following disinfection procedures, between patients, allow for optimal air ventilation throughout the consultation room.

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