

# Selkirk Medical Group Safety Plan

This safety plan has been prepared using guidelines from:

The office of the Provincial Health Officer – Dr. Bonnie Henry

BCCDC

WSBC

Doctors of BC

College of Physicians and Surgeons of BC

This safety plan is available on our website at [www.selkirkmedicalgroup.ca](http://www.selkirkmedicalgroup.ca)

## Capacity

- We have determined our capacity to allow for physical distancing to be 44 persons
- Patients in exam rooms – maximum 10 at one time
- Patient capacity in waiting rooms and reception – maximum 12

## Patient safety measures

### Booking appointments:

- Patients must call ahead to book an appointment
- Never present to clinic without calling first
- Patients will be offered a video or telephone appointment. Receptionist or doctor will advise if an in-person appointment is the best course for patient
- Patients may be contacted by staff for an in-person appointment if they are on a recall list for certain appointment types
- If patients have paperwork for their doctor to complete please call ahead to get instructions before bringing in the paperwork

### Before leaving home: Remember that everyone must be screened

- Complete COVID self assessment tool – <https://bc.thrive.health>
- If you screen positive – Do not report for your appointment. Call for advise
- If you screen negative – prepare for your appointment
- Wash hands before leaving home
- Come alone for appointment unless you require assistance
- If you were requested to wait in car - park close and wait to be called up for appointment

## **When called:**

- Read instructions on door – do not enter without a booked appointment. Call ahead.
- Wear your mask
- Enter through left side of entrance or elevator and turn left
- Sanitize hands at sanitation station
- Follow arrows to reception
- Advise staff if you have an underlying medical condition that may cause you to cough or sneeze
- Medical masks are now required in all health care facilities. All patients will be required to put on the medical mask provided
- After check-in, clinical assistant will escort patient to doctor's room
- When exiting patients exit through main door or elevator
- Patient's who do not have a cell phone or when it is not practical to wait in car will follow entry instructions above and will be asked to wait in waiting area.
- All chairs in waiting area have been removed, except for those that can remain 6 feet apart. Maximum seating capacity is 12 patients
- We are limiting the number of people in our office at any given time to allow for physical distancing – maximum of 44 persons
- In-person visits will only be scheduled as deemed necessary by receptionist or physician
- Two public washrooms are open for public use which will be sanitized 4 times daily
- Patients will be asked to wait in their car whenever it is practical
- Patients will be asked to come for appointments alone, unless assistance is required
- Patients have been re-directed to allow for social distancing at reception and allow for one-way directional flow
- Laminated signage has been placed to remind patients and staff of safety procedures and directional flow for safe distancing

## **Staff safety measures**

- No one will work while sick
- Staff will self-assess before reporting for work
- Staff that are experiencing any symptoms will not report for work and will contact management
- Staff will wash or sanitize hands before each shift, before and after each break and at the end of shift
- Staff will wear an approved medical mask at work except while eating or drinking
- Staff who develop symptoms while at work will report to management immediately
- All staff work stations are at least 6' (2m) apart
- Staff will attempt to distance from other staff members as much as possible
- Breaks will be staggered
- Barriers have been put up to protect reception staff from the public

- Staff have been trained in the appropriate use of PPE
- Staff will use appropriate PPE only as needed for the task at hand to conserve supplies and respect supply availability limitations.
- PPE will be used in conjunction with other control measures
- Patients with symptoms will be re-directed to the Testing and assessment site 1-877-740-7747
- Windows are opened in the AM to allow for increased ventilation.

## **Cleaning Protocols**

### **Reception/Admin**

- All contact surfaces – twice daily
- Check in area, front door, elevator button inside and out, admin door, handrails
- Staff washroom – twice times per day

### **Waiting Area**

- Chairs disinfected four times per day
- Public washrooms disinfected four times per day – all touch points - taps, door handles, toilet seat

### **Clinical Areas**

- Clinical workstations at least twice daily and before turn over to others at breaks
- Disinfect scales/baby scales, door handles, equipment and all other contact surfaces at least twice daily
- Unnecessary items have been removed from doctor exam rooms
- Doctor to place all equipment used for visit on exam table bed for disinfecting after each patient
- Exam room bed, chair, exam light – disinfect after each patient
- Doctors desk, chair, door handles, keyboard, mouse, pens – disinfect at least twice daily