

Selkirk Medical Group COVID-19 Pandemic 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 selkirkmedicalgroup.ca

Capacity

- We have determined our capacity to allow for physical distancing to be 32 persons
- We will book 5 in-person visits per doctor per day or no more than 12 patients in the office at one time
- Patient seating capacity in waiting rooms – maximum 12

Patient safety measures

Booking appointments:

- Patients must call ahead to book an appointment
- Never present to clinic without calling first
- You will be booked for a video or telephone appointment first and doctor will advise if an in-person appointment is the best course for you
- You may be contacted by staff for an in-person appointment if you are on a recall list for certain appointment types
- If you have paperwork for your 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
- Bring mask if you chose to do so
- 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.
- 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
- 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 32 people
- Doctors will be scheduled with 5 in-person visits per doctor per day or no more than 12 in-person patients in the building at any one time to maintain our maximum occupancy levels
- There is only one public washroom open for emergency public use which will be sanitized after each use. Please ask reception if you need to use the washroom
- 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
- Wash hands before leaving for work
- Wash or sanitize hands before each shift, before and after each break and at the end of shift
- Staff who develop symptoms while at work will don a mask and 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
- All staff and doctors to wear appropriate PPE when they must be closer than 6' (2m) from a patient
- Staff have been trained in the appropriate use of PPE
- Staff are aware not to use PPE when it is not necessary to conserve supplies and respect supply availability limitations.
- PPE will only be used in conjunction with other control measures
- Patients with symptoms will be re-directed to the Testing and assessment site – 250-814-2230
- 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

Waiting Area

- Chairs after each use
- Public washroom disinfected after each use – taps, door handles, toilet seat
- Sample collection washrooms – disinfected after each use – taps, door handles, toilet seat

Clinical Areas

- Clinical workstations at least twice daily and before you turn over to others at your 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