

## **COVID-19 Standard Operating Procedures (“SOPs”) for Clinic re-opening**

Below are the SOPs in place to ensure safety of employees and patients for the operations of seeing Plastic Surgery patients at 808 Burrard, in the COVID-19 context.

### **COVID-19 Coastal Plastic Surgery Employees and Doctors**

- **EMPLOYEE TRAVELLING**
  - After having travelled (as the case may be) internationally, you need to self-isolated for 14 days.
- **COVID19+ FAMILY MEMBERS OF EMPLOYEE**
  - If you have been in contact with a family member that have been declared positive in the past 14 days, you need to self-isolated for 14 days.
- **SYMPTOMS**
  - If you develop any symptoms associated with COVID-19 (i.e. cough, fever, loss of taste, breathing problems), please get tested. Surgeon or staff with symptoms should NOT come to the clinic or work environment. If positive, isolation for 14 days will be required.

### **Screening patients for COVID-19**

- The office will pre-screen patients for COVID-19. Only those patients that pass the screen will be able to come in for an in-person office appointment.
- Patients are provided the self-assessment tool: <https://bc.thrive.health/covid19/en>
- Additionally, when patients present to the office, questions they will be asked (to be printed and placed at each MOAs desk and front desk):

Do you currently have any of the following symptoms?

**Severe Cough**

**Headache**

**Significant Nasal  
congestion or Runny  
nose**

**Muscle pains**

**Shortness of breath**

**Fever > 38 Degrees C**

**Reduced or lost sense  
of smell**

Have you failed to use social distancing in the last two weeks?

Have you come into contact with anyone that has any of the above symptoms in the last two weeks?

Have you come into contact with anyone suspected of having Covid-19 in the last 2 weeks?

Have you come into contact with anyone diagnosed with COVID-19 in the past 2 weeks?

**IF YOU HAVE ANSWERED YES TO ANY OF THE ABOVE QUESTIONS, DO NOT ENTER THE FACILITY. CALL OUR MAIN TELEPHONE NUMBER AND YOU WILL BE GIVEN THE APPROPRIATE DIRECTION.**

- Screening time points for patients:
  - When booking appointment
  - 48-72 hours before appointment
  - Day of appointment before they present to appointment
- Document in the patient file that the patient has passed the initial COVID-19 Screening Questionnaire when booked for an appointment.
- If patient responds “YES” to any of the questions of the COVID-19 Screening Questionnaire, then CANCEL their appointment and direct to local COVID assessment centres as appropriate.
- COVID-19 Screening Questionnaire Document in Plexia

## **TASKS AND RESPONSIBILITIES FLEXIBILITY**

- Some new tasks and responsibilities may be added on to help the proper functioning of the clinic and the applications of the SOPs. For example, the following will be required of employees:
  - Increased Cleaning during the day for everyone.
  - Cross-functional flexibility: Give some help to another surgeon, MOA, or nurse, as needed.

## **Scheduling visits**

- At the end of each month, the MOA’s should physically distance and meet to discuss when clinics are scheduled for the following month.
- Recommendations to minimize the number of surgeons per day seeing patients.
- When there are multiple surgeons in the office, each surgeon will have an individual exam room for the day. When there are less people, utilizing 2 rooms per surgeon will help to allow increased cleaning time between patients.
- Consider providing some care virtually, and some in-person care, to reduce the in-person time required.
- Space appointments to allow adequate time for cleaning rooms between patients.
  - Recommendations to have no more than 1 in-person patient per 30-60 minutes.
- Inform patients they may be required to wait in their vehicle/parking lot until they receive a text/phone call to tell them when it is time to enter office.
- Ask that, whenever possible, the patient come alone into the clinic.
- Recommendation to alternate between virtual visits and in-person visits to spread out the time between in-person appointments for cleaning and optimize flow.
- Ask patients to wear a mask to appointment, otherwise, can be provided to patient as needed.

- Inform patient that they will be asked COVID-19 screening questions prior to appointment
- Instruct patients to please respect their appointment time
- Consider giving patients an appointment time that is **10 min earlier** than their actual appointment in order to give enough time for screening questions and time for them to leave their car and present to office.

### **Modifications to office design**

- Office Entry door will be kept open to decrease contamination door handle.
- Remove/rearrange chairs in waiting room to ensure social distancing.
- Plexi-glass shield at front desk.
- Posters and signage at the entrance reminding patients about COVID-19 symptoms and hygiene practices.
- Hand sanitizer available in every examination room, doctor's desk, MOA desk, check in desk.
- Remove magazines, brochures and other shared items from waiting room.
- X on floor to designate where incoming patients are to stand if there is more than one patient in the waiting room.

### **PPE**

- Scrubs
  - Personnel in contact with patients should consider wearing scrubs
  - Scrubs worn in office should be laundered on site, or taken home in a laundry friendly bag.
- Masks
  - All staff should wear masks when in the office and involved in patient care, or not physically distanced.
- Gloves
  - Should be worn when examining patients, perform dressings and drain removal, suture removal, and other patient care activities.
  - Should be worn when cleaning room between patients.
- Goggles/glasses
  - To be worn when performing procedures/treatments, and when in close proximity to patients.

### **Infection control measures**

- Hand washing often with soap and water, or sanitizer is a requirement.
  - 20 seconds soap and water upon arrival at the clinic.

- General cleaning:
  - Increase frequency of cleaning and disinfection of high touch areas such as light switches and door knobs, chairs, and entrance of office.
  - Communicate to each other when cleaning has been performed so that it is not assumed.
- Reception:
  - Wipe counter surface between patients.
  - Clean everything that has been touched by patients, or staff, such as payment terminals, screens, computers, keyboards.
- Work stations:
  - Wipe down computer screen, counter, phone, keyboard, and mouse after the end of day.
- Examination Rooms and procedure room
  - Doctor should be wearing masks during the examination. The patient, when able.
  - Between each patient, wipe bed, counter, chairs, tables, cabinet handles, light handles, door handles.
  - Sanitize hands before obtaining supplies/dressings from cabinets and glass receptacles to limit contamination.
  - Tissue expander magnets and measuring tapes should be placed into designated bins and wiped with alcohol/disinfectant immediately after being used and returned to drawer.
  - Breast implant sizers should be wiped down if used by patient.
- Patient gowns
  - Gown to be placed on examination table by staff.
  - Gowns placed into hamper by patient, or staff wearing gloves.
- Supply cupboard with medical garments
  - Wipe down exterior to medical garment packaging before it is given to patient
- Restrooms
  - Each person should wipe what they have touched in the restroom before and after using it.
- Lunch room
  - Respect physical distancing; consider eating lunch at your desk.
  - Wash hands before using the microwave, kettle, coffee machine, etc.
  - Frequent wiping down of all common appliances.

## **Patient traffic**

- Communication:
  - MOA/nursing staff to communicate with each other regarding flow of patients when more than one doctor in clinic on same day.

- Optimize follow up visits virtually if possible.
- Patient flow
  - Patient has answered “No” to all COVID-19 screening and considered “GREEN”
  - Patient should arrive at the office alone (if possible).
  - Patient asked to immediately use hand sanitizer on reception counter when entering office.
  - Patients not wearing a mask are provided a single mask for non-face procedure/assessment (eg. breast patients)
  - Patient is directed into clean examination/treatment room while maintaining 2 m distance.
  - Patient asked to sit in designated chair or examination table.
  - Patient exits after consultation/follow-up visit.
  - Cleaning of room, with careful attention to wipe down patient chair, desk, bed, door handle, cupboard handle, counters.

### **Completion of paperwork or payments**

- Doctor communicate follow-up appointment times and financial information to limit patient wait time in common area.
- If possible, OR paperwork should be sent to patients digitally; if not possible, patient can fill out paperwork in office if waiting room is empty.
  - Wipe down pen and clipboard.
- Payment by credit card when possible; email receipt/invoice
- Follow up appointments will be scheduled before next patient enters office and should ideally be virtual if possible.