

## COVID-19 Pandemic Protocols

### Patient Management

An email will be sent to all contacts on file effective March 26, 2020 stating the following:

#### Sample Practice Email

*At Corrective Chiropractic, our number one priority has always been the health and safety of our patients. Often in times of uncertainty, there can be a wealth of misinformation spread, especially in today's digital age. As a recognized healthcare authority in our community, we wanted to reach out to all of our patients regarding the COVID-19 virus, and to let you know the steps we are taking to alleviate any potential concerns.*

*According to the latest reports from the CDC and other national healthcare providers, the current health risks are minimal for most age groups. We recommend all of our patients to wash their hands frequently, avoid close contact with people who are sick, and stay home if you aren't feeling well.*

*At Corrective Chiropractic, we follow strict cleaning policies for the protection of both our staff and our patients. Each staff member maintains rigorous personal hygiene standards as well as preparing for every patient interaction. We use hospital-grade disinfectants across the entire office, with extensive room cleaning after each patient to ensure a safe and clean environment. These processes have always been of utmost importance in our office and will continue to be the standards we uphold for our community.*

*Please rest assured that we are following local and national updates daily, and will continue to maintain the highest level of safety and patient care that you have come to expect. IF you have any questions regarding your future appointments, please don't hesitate to reach out to us.*

*Please advise us if you have traveled internationally in the last 14 days or have been in close contact with another person who has been diagnosed with or under investigation for COVID-19, and whether you have a cough, fever, or shortness of breath.*

#### Sample Text Message – Appointment Confirmation

In addition to appointment confirmation (date/time), include the following message: *Please advise us if you have traveled internationally in the last 14 days or have been in close contact with another person who has been diagnosed with or under investigation for COVID-19, and whether you have a cough, fever, or shortness of breath.*

### Signs Posted at Office Entrances



### **Patient Check in Process**

The following questions will be asked, answered, and noted in the patient's file via a questionnaire completed by the patient prior to attending their appointment:

- Have you in the last 14 days traveled to any current country or region of outbreak or been exposed to anyone at risk or sick with COVID-19 to your knowledge?
- Do you have any of the following: cough, bronchitis, respiratory infection, sore throat, fever, nausea, vomiting, diarrhea, severe fatigue, shortness of breath?
  - If the answer to any of these questions is yes, the patient will be asked to leave the office and to self-quarantine for 14 days and/or be tested for COVID-19. After 14 days, or a negative COVID-19 result, they may call again to be screened.

### **Number of People Allowed in Office at One Time**

There will be a maximum of 3 patients allowed at a time in the office. If the office is at capacity, upcoming patients will be asked to remain in their cars, text the office when they arrive, and will receive a text message when they are cleared to enter the office.

### **Cleaning Procedures**

- All surfaces and pens at check-in will be cleaned with Clorox wipes after each patient check-in. A separate jar for Clean and Dirty pens will be at each check-in point and labeled.

- Adjusting tables will be cleaned per CDC guidelines between each patient seen. Tables must be glistening wet for 4 minutes.

#### Staff and Patient Hygiene Procedures

- Staff must wash hands thoroughly before and after each adjustment for a minimum of 20 seconds.
- Staff and patients are to cover cough or sneeze with a tissue and immediately dispose of the tissue in a designated container.
- Staff and patients are to refrain from touching their face. If they do, they should sanitize their hands immediately.
- Staff and patients are to keep 6 feet of distance from each other as much as possible. *This does not include the doctor and patient.*

#### Asymptomatic Patient Reports Contact with COVID-19

The Practice will stay in touch with the patient to monitor any development of symptoms over a 5-14-day (minimum) period.

The Practice will monitor the center employees exposed to the asymptomatic patient for any of the following: productive cough, non-productive cough, bronchitis, respiratory infection, sore throat, fever, nausea, vomiting, diarrhea, severe fatigue not associated with travel, myalgia and arthralgia. Each employee will have their temperature monitored twice daily as a precaution. Anything over 100.5F will be important to note.

#### Return to Work Criteria for Corrective Chiropractic Employees with Confirmed or Suspected COVID-19

There are two strategies to determine when a CC Employee may return to work at the practice summarized below.

1. *Test-Based Strategy.* Exclude from work until
  - Resolution of fever without the use of fever-reducing medication **and**
  - Improvement in respiratory symptoms (e.g., cough, shortness of breath), **and**
  - Negative test results of an FDA Emergency Use Authorized molecular assay for COVID-19 from at least two consecutive nasopharyngeal swab specimens collected 24 hours or more apart (total of two negative specimens).
2. *Non-Test Based Strategy.* Exclude from work until
  - At least 3 days (72 hours) have passed since recovery defined as resolution of fever without the use of fever reducing medications **and** improvement in respiratory symptoms (e.g., cough, shortness of breath); **and**
    - At least 7 days have passed since symptoms first appeared

*If an employee was never treated for COVID-19 but had an alternate diagnosis (e.g., tested positive for influenza), criteria for return to work should be based on the diagnosis.*

**Acknowledgement of COVID-19 Training Protocol**

By signing this form, I attest to the fact that I have been trained on the practice COVID-19 Protocol and fully understand the process and expectations set forth herein.

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Printed Name

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Signature/Date

## Prevention

### How to prevent spreading & catching coronavirus.

#### How to prevent catching the virus.



Wash your hands often with soap and water for at least 20 seconds.  
If soap and water are not readily available, use an alcohol-based hand sanitizer with at least 60% alcohol.



Avoid touching your eyes, nose, and mouth with unwashed hands.



Avoid close contact with people who are sick.

#### How to prevent spreading the virus.



Clean and disinfect frequently touched objects and surfaces using a regular household cleaning spray or wipe.



Cover your cough or sneeze with a tissue, then throw the tissue in the trash.



Stay home when you are sick.

## Stop the Spread of Germs

We provide our patients with alcohol-based hand sanitizer in the reception area as well as throughout each clinic. In addition, every member of our team performs hand hygiene protocols before, during, and after all appointments and procedures (e.g., hand washing with antimicrobial soap and water, alcohol-based hand rub, or antiseptic hand wash).