



## COVID-19 Guidance

### Appointment types, Policy changes, and Hygiene Control and Infection Prevention Measures

#### Introduction:

This guidance sets out how we as a chiropractic practice will be changing our protocols and policies to prevent and limit risk of infection transmission and to ensure the best possible care for the community during this exceptional period.

#### Purpose:

We as chiropractic healthcare providers are already facing rapidly growing pressures to find ways to offer our expertise and support during this time, and for the future to come. As many patients need support, it is essential that we are able to streamline present assessment arrangements and prioritise care – this will be done by taking into account the patient presenting complaint and the nature of his/her symptoms. Our new assessment arrangements will also triage patients according to vulnerability and infection transmission risk, we will be taking into account the following factors – patient age, patient past medical history, current health status - and determine the risk associated with receiving in-person assessment and treatment. This implementation plan together with the *'The Coronavirus Act'* enables us to make and apply person-centered decisions about who are most in need of care, and who might need to have care and support temporarily reduced or withdrawn in order to make sure we can maintain COVID-19 Infection Control and Prevention at our clinic. Your health and well-being is the utmost important to us and we are doing everything to deliver a service that will keep you, your family and our staff safe during this time.

#### Plan:

##### ○ Patient Screening

During this period, both NEW and EXISTING patients will be required to undergo a COVID-19 risk assessment.

- **NEW PATIENTS:** All NEW patients will first be offered a FREE Telehealth Screening Consultation. Upon booking this remote consultation, you as a NEW patient will receive a booking confirmation email with a link to complete our online Chiropractic Medical History Form (Please complete this form before your Telehealth consult). In this remote consultation, your chiropractor will review your medical history form, assess your COVID-19 vulnerability and infection transmission risk. Based on your COVID-19 risk assessment and your current complaint, your chiropractor will then either decide to continue with our Telehealth Chiropractic care, he/she will give you home care advice and recommend appropriate exercises and will then monitor your symptoms over 2 Telehealth follow up consults. However, if it is assumed that is safe for you to attend an in-person consult given the current COVID-19 situation, and if your chiropractor feels that you will require in-person assessment and treatment, he/she will make a booking with you during your Initial Telehealth Screening Consultation for an in-person chiropractic assessment and treatment with the next available appointment.
- **EXISTING PATIENT:** All EXISTING patients will be able to book an In-person Follow up consultation, upon booking your follow up appointment you will receive



a booking confirmation email with a link to our COVID-19 Risk Assessment Questionnaire. Please complete this questionnaire before your appointment. Your chiropractor will then give you a call before your appointment to confirm with you feedback regarding your COVID-19 risk, if it assumed that that the risk too great, your chiropractor will recommend our Telehealth Follow up Consultation Package.

○ **Patient Triage**

▪ **Risk of Infection Transmission**

This is defined as given contact between an infectious and a susceptible individual, this is where a patient is currently or has recently shown signs and symptoms of COVID-19 or come in contact with the COVID-19 virus in the last 14-21 days. These individuals may increase the risk of transferring the virus to other people.

- You will be considered infectious if you have:
  - Come in contact with another infected individual in the last 14-21 days - (this will include family, friends or others)
  - Recently diagnosed with COVID-19 in last 14-21 days
  - Any of the following symptoms in the last 14-21 days:
    - **Cough**
    - **Sore throat**
    - **Fever**
    - **Shortness of breathe**
    - **Body aches**
    - **Recent/severe unusually low energy levels**
    - **Loss/decrease sense of taste or smell**

▪ **Patient COVID-19 Vulnerability**

The term and concept of vulnerability is used in several fields in order to refer to the potential for poor outcomes, risk or danger. Certain groupings have been identified as higher risk relating to the severity of disease, these include:

- Age: >70
- Pregnant
- Pre-existing medical conditions:
  - Lung conditions, such as asthma, COPD, emphysema or bronchitis
  - Heart disease, such as heart failure
  - Chronic kidney disease
  - Liver disease, such as hepatitis
  - Conditions affecting the brain and nerves, such as Parkinson's disease, motor neurone disease, multiple sclerosis (MS), a learning disability or cerebral palsy
  - Diabetes
  - Problems with your spleen – for example, sickle cell disease, or if you've had your spleen removed
  - A weakened immune system as the result of conditions such as HIV and AIDS, or medicines such as steroid tablets or chemotherapy
  - Being very overweight (having a BMI of 40 or above)
  - Has recently had organ transplants
  - Cancer and cancer related treatments



○ **Arrival at Clinic**

- Please wait in your car. Your chiropractor or the receptionist will call to the reception when suitable. If waiting in a car is not possible, you will have the option to wait in the reception area at designated seating which will be arranged to allow for 3 meters between seated patients. Ideally patients should have no physical contact with other patients.
- Leave accessory items in the car – items such as watches and jewellery.
- Please be patient: There will be a 15min spacing between appointments which will allow our chiropractor to disinfectant surfaces between patients.
- If you have access to a sterilized face mask, it would be preferable for these to be worn.
- Appropriate signage will placed at the outside entrance and inside of our Clinic, this signage warning patients of hygiene and screening procedures.
- Please dress appropriately to allow easy access to the body areas that will be treated. You are also requested to bring a clean towel with that your chiropractor may use during the consult to cover body areas. We will not be able to provide any gowns/shorts at the practice.
- Hand sanitiser will be available and all patients will be requested to sanitise their hands when entering the chiropractic clinic.
- Please do not to touch any surfaces in the clinic, including door handles.
- If you use the toilet, please notify the chiropractor or receptionist so we can disinfect all surfaces in the toilet.
- Patients should only be accompanied if they are minors, or require assistance. Other family members or friends are requested to stay in the car.
- Patients will be able to do online payments before their consultation. If online payments is not possible, we will still be accepting cards and cash at reception (the card machine will adequately disinfected after use).



Morley

Chiropractic Clinic Ltd

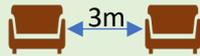
# COVID-19 Guidance and Protocols

## Stay in Car

Please wait in your car. Your chiropractor or the receptionist will call to the reception when suitable. If waiting in a car is not possible, you will have the option to wait in the reception area at designated seating which will be arranged to allow for 3 meters between where patients will be sitting



OR



## Leave Accessory items in car

items such as watches and jewelry.



## Please be Patient

There will be a **15min spacing between appointments** which allow our chiropractor to disinfectant surfaces between patients.



## Please bring own shorts/appropriate clothing

We will not be able to provide any gowns/shorts at the practice.



## Do Not Touch

Please do not touch any other surfaces in the clinic, including door handles.



## Wash your Hands

Hand sanitiser will be available and all patients will be required to sanitise their hands when entering the chiropractic clinic.



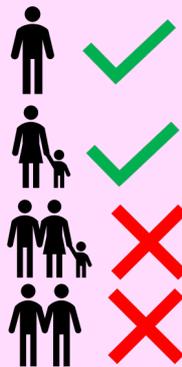
## TOILET USE

Please notify the chiropractor or receptionist so we can disinfect all surfaces in the toilet.



## Family or friends must stay in car

Patients should only be accompanied if minors, or require assistance and other family members or friends should be requested to stay in the car.



## Watch for COVID-19 symptoms and please reschedule if:



- You are experiencing any signs and symptoms of COVID-19 (cough, sore throat, tiredness, fever)
- Exposed to anyone with suspected or diagnosed COVID-19 in last 14-21 days
- Worked or attended a clinic facility treating COVID-19 patients in the last 14-21 days.

## Masks

If you have access to a sterilized face mask, it would be preferable for these to be worn.



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## Chiropractic Clinic COVID-19 Guidance Appointment Types

### TELEHEALTH CONSULTATIONS OFFERED

#### New Patient Telehealth Screening Consultation

Price: FREE

Includes:

1x15-20min Video/Telephone (V/T) Consult

#### Telehealth Follow up Consultations Package

Price: £20

Includes:

Stretching and Exercise Plan

+ 1x20min Video/Telephone (V/T) Consult

+ 1 extra FREE 20min (V/T) Consult

#### Booking Options

You will be able to either book online via our website or by telephone with our receptionist

#### Booking Options

Bookings will be made with you during your Initial Telehealth Consult or during in-person consultations

#### Description

In this remote consultation, your chiropractor will review your medical history form, assess your COVID-19 vulnerability and infection transmission risk and triage you accordingly. Your chiropractor will then ask further questions regarding your current complaint, he/she will assess your range of motion, and may ask you to perform a few modified orthopaedic tests, in order to make a differential diagnosis. You will then either be required to attend an in-person consultation or may be offered our Telehealth Follow-up Consultation Package

#### Description

This package is offered to you:

- **If you are considered vulnerable to COVID-19**
- **If you are considered high risk of Infection transmission**
- **If your chiropractor considers home care and exercise prescription an option to try before in-person consultations may be required.**

This package will be discussed with you during your Initial Telehealth Consultation. This package consists of an exercise plan and 2 Telehealth follow up consultations. During these consults, we will discuss and review your progress with you, observe and perform appropriate re-tests and update you with advice and exercise for pain relief and rehabilitation.





## Chiropractic Clinic COVID-19 Guidance Appointment Types

### IN-PERSON CONSULTATIONS OFFERED

NEW Patient Consultations	EXISTING Patient Consultations			
<b>Initial Assessment and Treatment Consultation</b>	<b>Follow Up Consultation &amp; Treatment</b>	<b>Double Booking Follow up</b>	<b>New Complaint Consult</b>	<b>Previous Consult &gt; 6 months</b>
<b>Price: £55</b>	<b>Price: £35</b>	<b>Price: £43</b>	<b>Price: £43</b>	
<b>Includes:</b>	<b>Includes:</b>	<b>Includes:</b>	<b>Includes:</b>	
40min session	15-20min session	30min session	30min session	
<b>Booking Options</b> Bookings will be made with you during your Initial Telehealth Screening Consultation	<b>Booking Options</b> Bookings will be made with you either during a telehealth or in-person consultation or with our receptionist via telephone		<b>Booking Options</b> Bookings will be made with you either during a telehealth or in-person consultation or with our receptionist via telephone	
<b>Description</b> In this session, your chiropractor will review your medical history form and current complaint, perform tests, make a diagnosis and give appropriate chiropractic treatment, advice, recommendation and appropriate exercises for your current complaint. Your chiropractor will recommend a treatment program which may require you to be re-assessed and treated in-person for a number of Follow up Consultations & Treatments.	<b>Description</b> In these sessions, your chiropractor will review your progress with you, he/she may perform re-tests, continue or adapt chiropractic treatment and update you with advice and exercises for pain relief and rehabilitation. Depending on the number of follow-up consultations that were recommended by your chiropractor, he will she will either recommend further follow-up consultations or continue to monitor your condition via Telehealth Consultations.		<b>Description</b> These appointments are for all EXISTING patients who either have a new complaint which is unrelated to their previous complaint/condition, or for patients who have not booked an appointment for the past 6 months. Upon booking this you will receive a confirmation email with a link to complete our online New Complaint Medical History form (Please complete this form before your In-person consultation). During this appointment, your chiropractor will review your New complaint medical history form, perform tests, make a diagnosis and give appropriate chiropractic treatment, advice, recommendations and exercises for your new complaint.	
<div style="text-align: center;"> <p><b>10% Discount</b></p> <p>Seniors (65+ and unemployed) and Students</p> <p><small>This discount is only offered for In-person Consultations</small></p> </div>				



## NEW Chiropractic Diagnostic and Clinical COVID-19 Procedures Overview

### Patient pre-screening / Risk Assessment

#### Medical History Forms

Patient will be emailed this form to complete upon booking the Initial Telehealth Consultation. This form will then be reviewed by the chiropractor.

#### Initial Telehealth Consultation

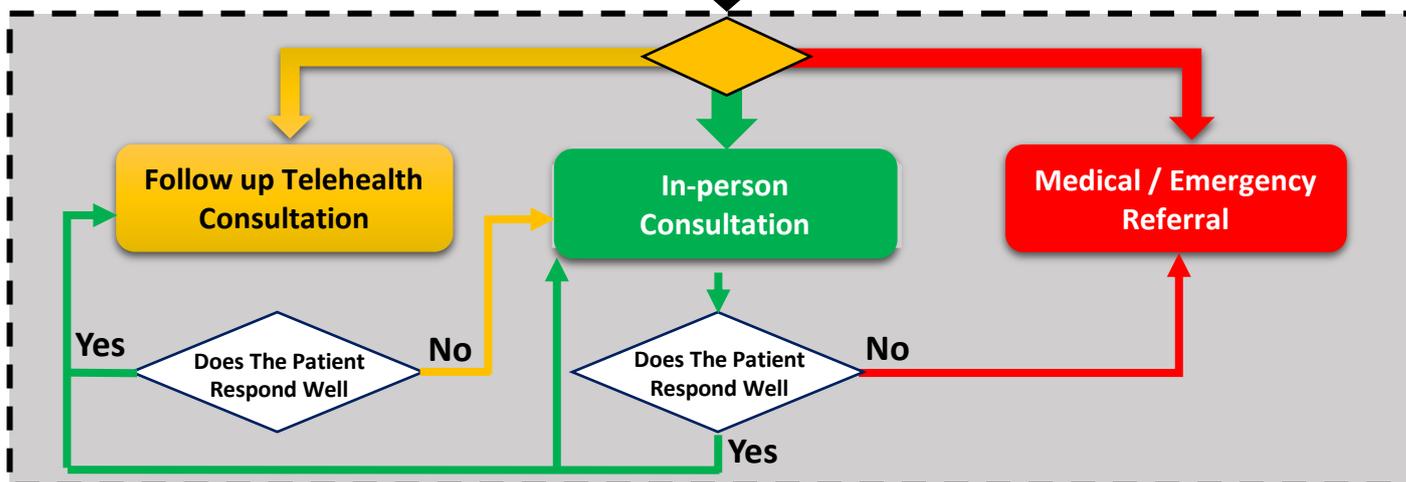
The patient will either be contacted via telephone or video. The chiropractor will then make a clinical diagnosis and **TRIAGE** the patient to decide if it is safe for the patient to come in for In-person consultations or first try our Telehealth Follow up Package.

Type & Severity  
Condition  
Complaint

Patient  
Triage

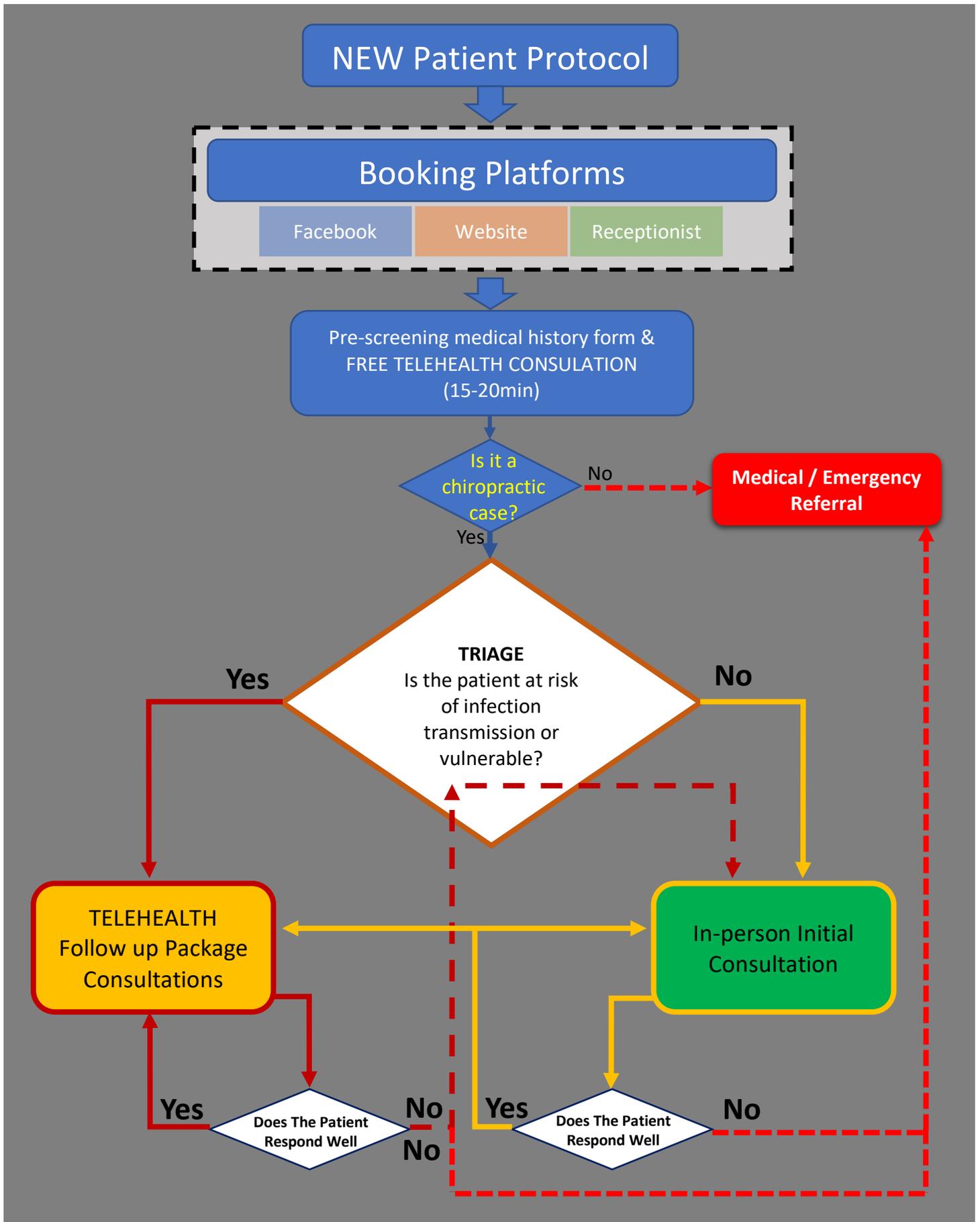
Patient  
COVID-19  
Vulnerability

Risk of Infection Transmission



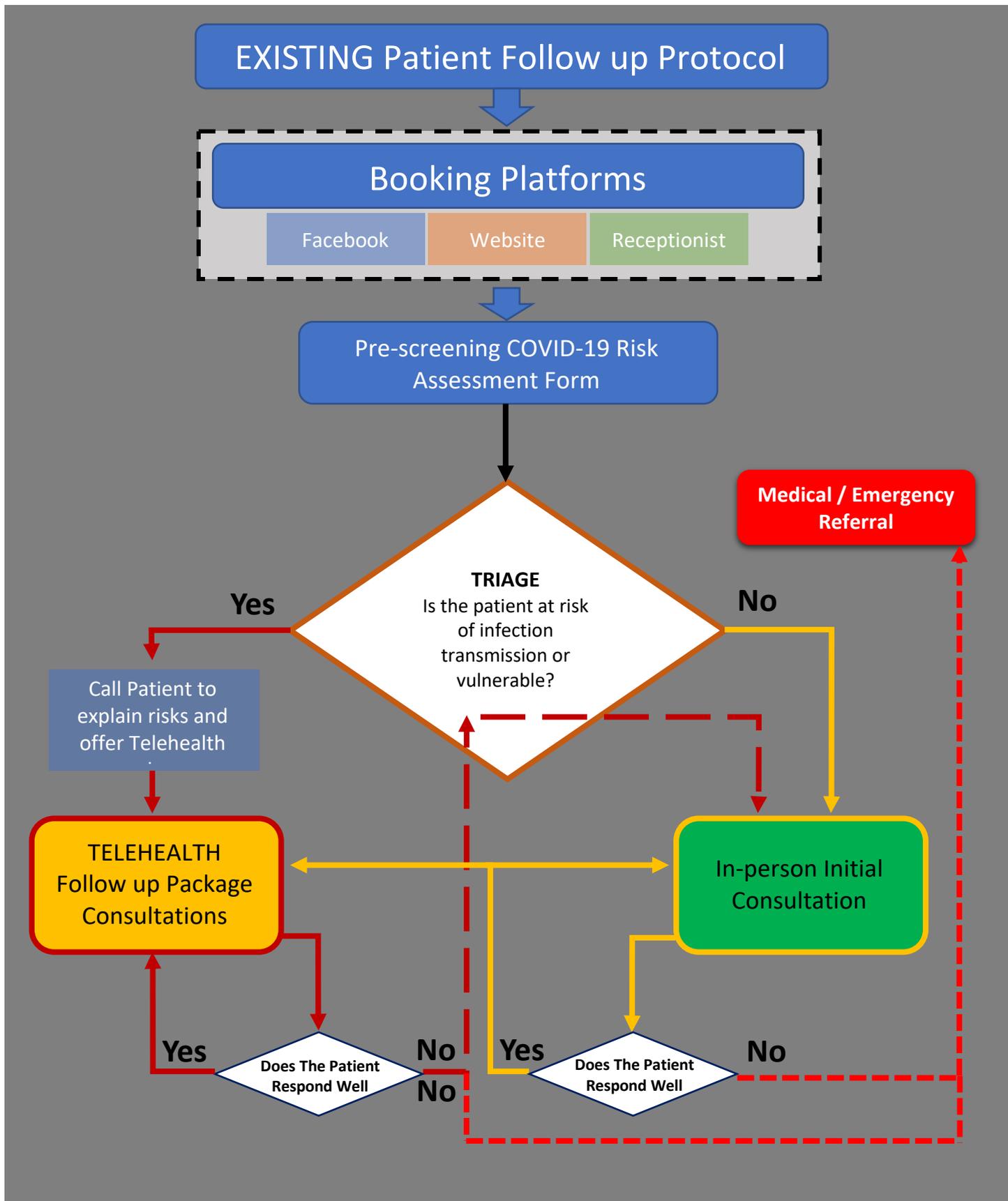


## NEW Chiropractic Diagnostic and Clinical COVID-19 Procedures continued.



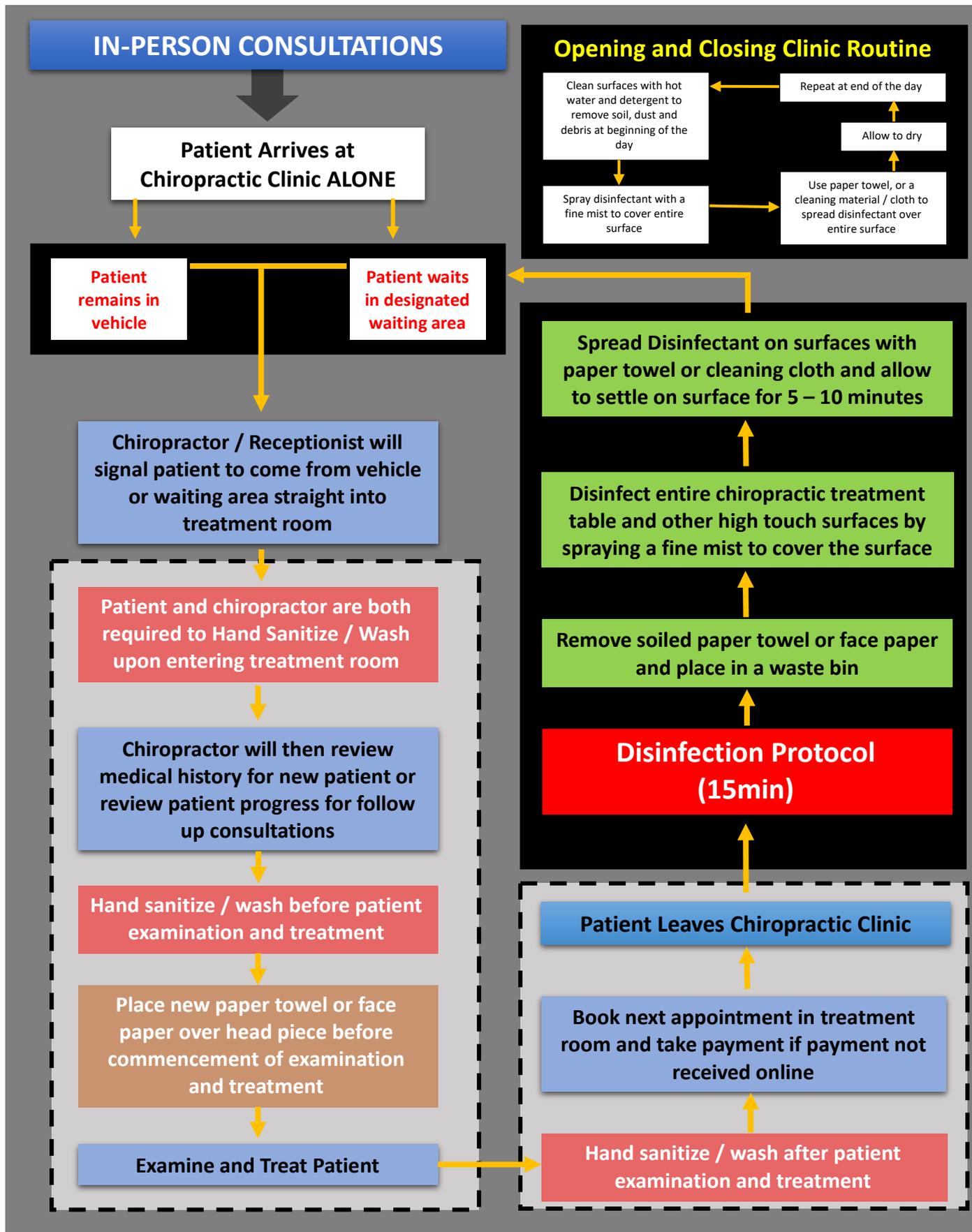


## NEW Chiropractic Diagnostic and Clinical COVID-19 Procedures continued.





## Chiropractic Clinic COVID-19 Guidance on Hygiene Control and Infection Prevention Measures

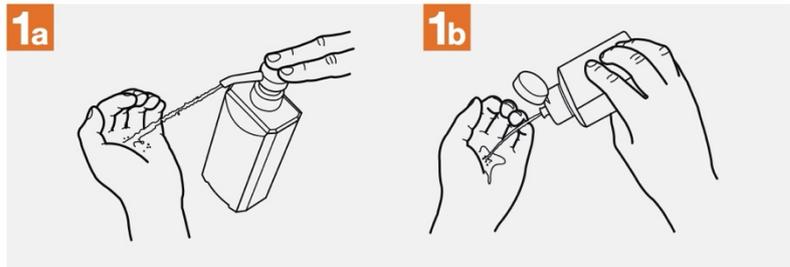




# How to Handrub?

**RUB HANDS FOR HAND HYGIENE! WASH HANDS WHEN VISIBLY SOILED**

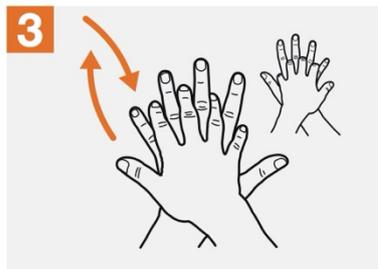
 **Duration of the entire procedure: 20-30 seconds**



**1a** Apply a palmful of the product in a cupped hand, covering all surfaces;



**2** Rub hands palm to palm;



**3** Right palm over left dorsum with interlaced fingers and vice versa;



**4** Palm to palm with fingers interlaced;



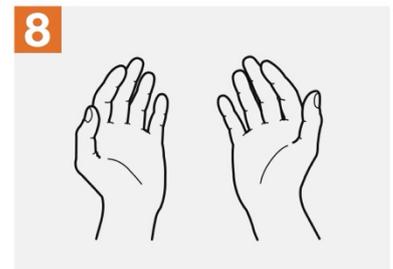
**5** Backs of fingers to opposing palms with fingers interlocked;



**6** Rotational rubbing of left thumb clasped in right palm and vice versa;



**7** Rotational rubbing, backwards and forwards with clasped fingers of right hand in left palm and vice versa;



**8** Once dry, your hands are safe.



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A World Alliance for Safer Health Care

SAVE LIVES

Clean Your Hands

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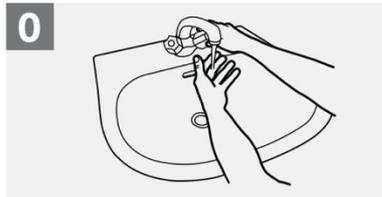


# How to Handwash?

WASH HANDS WHEN VISIBLY SOILED! OTHERWISE, USE HANDRUB



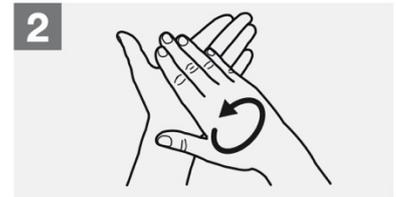
Duration of the entire procedure: 40-60 seconds



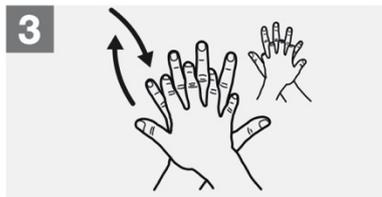
0 Wet hands with water;



1 Apply enough soap to cover all hand surfaces;



2 Rub hands palm to palm;



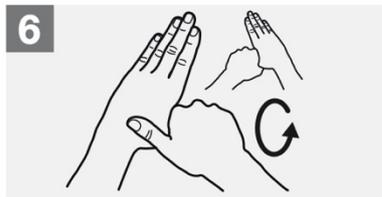
3 Right palm over left dorsum with interlaced fingers and vice versa;



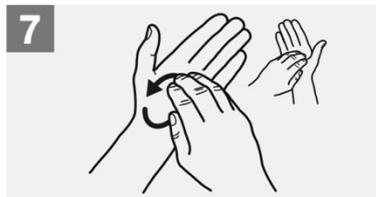
4 Palm to palm with fingers interlaced;



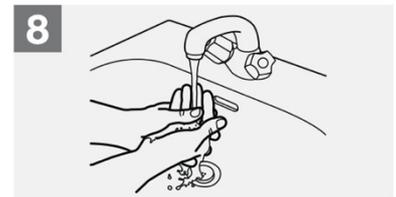
5 Backs of fingers to opposing palms with fingers interlocked;



6 Rotational rubbing of left thumb clasped in right palm and vice versa;



7 Rotational rubbing, backwards and forwards with clasped fingers of right hand in left palm and vice versa;



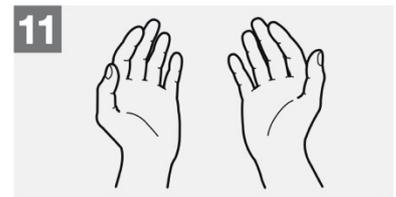
8 Rinse hands with water;



9 Dry hands thoroughly with a single use towel;



10 Use towel to turn off faucet;



11 Your hands are now safe.



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