



COVID-19 - Infection Risk Assessment and Mitigation Guide

This document provides a written record of the risk assessment and heightened infection control measures that Essential Osteopathy has put in place to ensure the safety of their practitioners and their patients during COVID-19.

Protection measures before face-to-face appointment		
	Description of risk	Mitigation of risk
Pre-screen before offering face-to-face appointment	Risk with face-to-face appointment	<ul style="list-style-type: none"> ● Phone triage to establish if face to face appt necessary ● Appointment offered if patient fits following criteria <ul style="list-style-type: none"> - Pain not improving with self-management - Pain/symptoms severe or worsening - Pain/symptoms reducing daily function - Pain/symptoms which would otherwise need GP appt ● Screening and giving of consent via phone call or email ● COVID directly related questions: <ul style="list-style-type: none"> - Have you returned from abroad in the last 14 days? - Any symptoms of COVID-19 (high temperature, cough, loss of smell) in the last 7 days? - Any contact with COVID-19 positive person - last 14 days? - Received govt letter / high risk vulnerable group or feel high risk?*** (high risk & moderate risk groups listed below) - Anyone in your household shielding? - Any respiratory conditions e.g.severe hay fever, asthmas etc ● Patients advised: Virtual consultation only/please stay at home if answering yes to any of the above questions ● Questions not directly COVID related: <ul style="list-style-type: none"> - Require assistance from another adult or chaperone? (if yes, follow screening and consent) - Do you know what COVID-19 is and understand its risks (especially with face-to-face consultations as may be in close proximity to the practitioner for more than 15 minutes)? - Are you aware and accepting of Essential Osteopathy's Risk Assessment and Mitigation Guidance? ● Answers to all questions above/COVID-19 screening to be documented

		<ul style="list-style-type: none"> ● Stay at home if you or any household member have signs/symptoms of COVID-19 ● Inform of the risk of face to face consultation, offer virtual consultations where possible ● If an initial consultation and treatment, patients will be advised that the case history will be taken online where possible to minimise contact time ● Verbal consent to be documented during screening call and then again at the beginning of f2f consult ● Practitioners will self screen daily (incl. taking temp)
Patient joining information	Patient not aware of COVID-19 risks. Patient not aware of new clinic procedures to enable conformity	<ul style="list-style-type: none"> ● Arrive no earlier than 5 minutes. Please wait in car/on the 1st floor landing if early. ● On entering from the 1st floor landing, patients will be asked to use the hand sanitiser just inside the main door for 1 min ● The door of the clinic room will be open initially so, rather than taking a seat in reception, patients will be requested to go straight into the clinic room ● Patients temperature will be checked using a contactless digital thermometer and they will be given a mask to wear ● Patients to bring minimal possessions - all possessions to be put in a container in the clinic room for the appointment period ● Practitioner will be wearing PPE (mask, apron, gloves etc) ● Attend alone if possible other than when a chaperone required ● Contactless payment (various options available including paying online when booking an appointment) ● Only use toilet facilities if absolutely necessary ● Do not attend if feel unwell
Travel to and from clinic	Risk of contact on journey from home to clinic	Patients asked where possible to avoid public transport. Practitioners are to avoid public transport.
Protection measures at face to face appointment, including social distancing and hygiene		
	Description of risk	Mitigation measures
On arrival at clinic building and at exit	Clinic is based in multi-use building with communal areas beyond Essential Osteopaths control	<ul style="list-style-type: none"> ● Patients will be asked to:- <ul style="list-style-type: none"> - Arrive no earlier than 5 minutes before appt. Please wait in car/on the 1st floor landing if early. - Only use toilet facilities if absolutely necessary, a stringent cleaning protocol cannot practically be applied - Follow signage to treatment room ● Appointments are spaced to avoid passing in the corridor ● Please avoid being within 2 metres of others

		<ul style="list-style-type: none"> ● Practitioners enter building and use hand sanitiser by main door
Face to face appointment – protecting patients and practitioners	Risk of COVID-19 infection via direct contact or aerosol from being in a room for more than 15 minutes. Risk of cross-infection and viral load	<ul style="list-style-type: none"> ● Practitioners to enter, wash hands, change into uniform and regularly use the hand sanitiser provided in the clinic room ● Practitioners to wear PPE in line with government and governing body guidance ● Patient requested to use hand sanitiser for 1 minute on entering the main door into the reception area and come straight through to the clinic room (door will be open) ● Patient temperature tested ● Patient asked to don mask ● Patient to bring minimal belongings ● Patient signage to seating and where to put belongings ● Patients asked to attend alone unless requiring assistance or chaperone, those that attend need screening and consent ● Screening questions again (documented) together with a reminder of the risks of face-to-face consultations, how treatments have been adapted to reduce risk of infection, the PPE involved and info on cleaning and infection control ● Return home if they have any signs/symptoms of COVID-19 ● Patient consent (documented) ● Ensure traceability via patients contact details ● Appointments alternate across 2 rooms to reduce exposure ● 2 metre distance maintained except during examination and treatment ● Contactless payment ● Follow up appointments - patients will be requested to book future face-to-face appointments by email, phone or online to minimise contact time after the treatment. Alternatively, virtual appointments may be recommended by the practitioner as appropriate.
Direct contact during consultation	Risk of transmission	<ul style="list-style-type: none"> ● Where possible choose treatment techniques that require less contact e.g acupuncture, massage tools ● Minimise supine thrust techniques to reduce aerosols
Confirmed and suspected cases of COVID 19 amongst practitioners or patients		<ul style="list-style-type: none"> ● Shut room if suspect COVID-19 min 3 hours, then deep clean ● Infectious period may begin 2 days before symptoms start ● People are most infectious from 2 days before to 2 days after symptoms start (44% of people are infected by someone prior to them becoming symptomatic) ● Patients asked to inform us as soon as possible if they experience symptoms of COVID-19 within 2 days of appt

		<ul style="list-style-type: none"> • Current guidance states practitioners who were wearing full PPE do not have to self-isolate • Patients who had indirect contact i.e attended clinic at that time will be advised and asked to monitor their symptoms • If those patients or practitioners experience symptoms they should self-isolate and seek testing as per government guidance • Not necessary to, but consider a courtesy call to those patients who had an appointment between the time of seeing the suspected case and the following 2 days and/or the time it was reported to the clinic. Even though risk is very small these patients may have considerations. • This guidance is subject to change, particularly once the impact of the contact tracing/test and protect system rolls out. Revert to government guidelines/iO guidelines - FAQs under Operating Your Practice (https://www.iosteopathy.org/covid-19/faq/) for latest advice. <p><i>Updated: 02/05/20</i></p>
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Standard Infection Control Procedure		
	Description of risk	Mitigation measures
Aeration	Reduce viral load	<ul style="list-style-type: none"> • After each patient, window open and door closed 20 mins
Increased sanitisation and cleaning	Reduce risk of infection	<ul style="list-style-type: none"> • Hand sanitiser (60% alcohol min) provided just inside the main door/reception area and in the clinic room • Pedal bin with lid available for waste hygiene • Use of fast acting virucidal cleaning agents • Clinic decluttered to enable stringent cleaning - remove magazines, merchandise, toys etc and remove all material/cloth where possible • Furniture replaced to easily wipe clean • Surfaces as clear as possible • Unnecessary linen/cloth/material items removed • Pillows replaced and plastic pillowcases to wipe clean • Clean towel allocated for sole use of each patient and laundered at plus 60 degrees • Reduce touch points
Hand hygiene	Risk of direct contact and cross infection	<ul style="list-style-type: none"> • Bare below the elbow/hand washing in the kitchen straight across from the clinic room before and after treatment with soap and water for at least 20 seconds, including forearms

		<ul style="list-style-type: none"> ● Exit kitchen minimising cross-contamination where possible ● Use of gloves ● Use of hand sanitiser
Respiratory hygiene	Risk of infection by aerosol and direct contact	<ul style="list-style-type: none"> ● Patient will be asked to wear a mask ● Practitioner will wear mask, gloves, goggles, single use apron ● Tissues to be put in lined, foot operated pedal bin
Cleaning twice daily – before morning and afternoon session	Risk of direct contact	<ul style="list-style-type: none"> ● Cleaning agent used when cleaning - Milton (disinfectant) and/or bleach 5% or ethanol (70%) / alcohol wipes / sprays ● Cleaner wears PPE ● Clean communal toilets, wash basin, chairs and door handles ● Clean main and clinic door/door handles ● Stair bannisters ● Put bin liners into bins (as required) ● Wash floors ● Clean any surfaces touched by practitioners before donning PPE
Cleaning after each patient	Heightened cleaning to reduce infection risk	<ul style="list-style-type: none"> ● Treatment couch - particular focus on the face hole ● Desk, chairs, card machine, keyboard, mouse, container for patient belongings, table, filing cabinet and other surfaces ● Any equipment used ● Door handles, door entry system, bin lids, switches ● Wash basin, taps, hand towel dispenser ● Any surface with direct contact e.g door frame, windowsill ● Paper notes stored in sealed container for 72 hours
Cleaning at end of day	Heightened cleaning to reduce infection risk	<ul style="list-style-type: none"> ● Clean all surfaces ● Empty bins and clean ● Waste/laundry double bagged, stored 72 hours then disposed ● Laundry to be at 60 degrees plus, half drum ● Hoover ● Wash floors ● Windowsills, shelves, blinds, skirting, radiators
Weekly cleaning		Deep clean – as above and fixtures/fittings, lamps, blinds etc

Practitioners will wear the following	<ul style="list-style-type: none"> ● Single-use gloves (disposable) and single use aprons (reusable) with each patient ● Fluid-resistant surgical masks (or higher grade if necessary) - sessional use (up to 4 hours) ● Eye protection
When will PPE be replaced	<ul style="list-style-type: none"> ● When potentially contaminated, damaged, damp, or difficult to breathe ● Clothing will be changed as required or where direct contact occurs ● Every 4 hours or sooner e.g if single use or if contaminated
Patients will be asked to wear the following PPE	<ul style="list-style-type: none"> ● All patients will be asked to wear fluid-resistant surgical masks and these will be included in the appointment fee
PPE storage and disposal	<ul style="list-style-type: none"> ● PPE stored in a clean, sterile area ● Used PPE: Double-plastic bagged and left for 72 hours before removal, keeping away from other household/garden waste, and then placed in normal waste for collection ● Laundry bagged, left for 72 hours, laundered at 60 degrees plus
Donning routine	<ul style="list-style-type: none"> ● Clean hands, don apron, mask, eye protection ● Write notes glove free to decrease cross infection ● Wash hands, don gloves
Doffing routine	<ul style="list-style-type: none"> ● Gloves (reversed) ● Wash hands and forearms, write up notes ● Doff apron, eye protection ● Wash hands ● Doff mask ● Wash hands

Communicating with patients – advising patients of measures taken to reduce risk	
Publishing Risk Assessment and Mitigation guidance	<ul style="list-style-type: none"> ● Available on request electronically or in clinic ● Provided in email before appointment ● Appointment consent based on acceptance and understanding of this guidance ● Available on Essential Osteopathy's website - www.essentialosteopathy.co.uk ● Integrate into social media ● Emailing patients - mailchimp
Patient instructions	<ul style="list-style-type: none"> ● To be emailed before appointment
Consent	<ul style="list-style-type: none"> ● To be obtained at phone screening and on arrival for face-to-face appointment
Information displayed	<ul style="list-style-type: none"> ● Signage to direct patients to sanitise hands, place belongings etc

Other patient communication	<ul style="list-style-type: none">● Develop a video for website detailing patient journey and heightened hygiene measures● Ask patients to contact you if they develop symptoms subsequent to visiting clinic● Advise patients how they will be contacted if practitioner develops symptoms
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****Government letter/high risk groups (01/06/20)**

- have had an organ transplant
- having chemotherapy or antibody treatment for cancer, including immunotherapy
- having an intense course of radiotherapy (radical radiotherapy) for lung cancer
- having targeted cancer treatments that can affect the immune system (such as protein kinase inhibitors or PARP inhibitors)
- have blood or bone marrow cancer (such as leukaemia, lymphoma or myeloma)
- have had a bone marrow or stem cell transplant in the past 6 months, or are still taking immunosuppressant medicine
- have been told by a doctor you have a severe lung condition (such as cystic fibrosis, severe asthma or severe COPD)
- have a condition that means they have a very high risk of getting infections (such as SCID or sickle cell)
- are taking medicine that makes them much more likely to get infections (such as high doses of steroids or immunosuppressant medicine)
- have a serious heart condition and are pregnant

****Moderate risk (01/06/20) = can treat if show clinical reasoning**

- are 70 or older
- are pregnant
- have a lung condition that's not severe (e.g asthma, COPD, emphysema, bronchitis)
- have heart disease (such as heart failure)
- have diabetes
- have chronic kidney disease
- have liver disease (such as hepatitis)
- have a condition affecting the brain or nerves (such as Parkinson's disease, motor neurone disease, multiple sclerosis or cerebral palsy)
- have a condition that means they have a high risk of getting infections
- are taking medicine that can affect the immune system (such as low doses of steroids)
- are very obese (a BMI of 40 or above)

Contact

Please contact Fiona McIntosh (Osteopath, Essential Osteopathy) by email - fiona@essentialosteopathy.co.uk - if you have any questions or concerns about the points raised in this document.

Resources and Guidance sources

Government

<https://www.gov.uk/coronavirus>

NHS risk groups

<https://www.nhs.uk/conditions/coronavirus-covid-19/people-at-higher-risk-from-coronavirus/whos-at-higher-risk-from-coronavirus/>

Institute of Osteopathy

<https://www.iosteopathy.org/covid-19/adapting-your-practice/>

Institute of Osteopathy

<https://www.iosteopathy.org/covid-19/clinical-guidance/>

Video – donning and doffing PPE for Healthcare Professionals

https://youtu.be/-GncQ_ed-9w

How to handwash

https://www.who.int/gpsc/5may/How_To_HandWash_Poster.pdf?ua=1

Public Health England

<https://coronavirusresources.phe.gov.uk/nhs-resources-facilities/>

Government

<https://www.gov.uk/government/publications/wuhan-novel-coronavirus-infection-prevention-and-control>

MYO webinar: Reflective approach on hygiene measures for clinical practices during the COVID 19 pandemic

<https://my.demio.com/recording/Xwv9CoQQ>