# Management

## Roles

* Elect a covid-19 manager to oversee all safety
* Covid-19 representative on each shift

## Communication

* Process to notify all staff of any changes in procedures or policies
* Staff have a means to raise issues and concerns

## No demarcation

* “Staff” included doctors, nurses and admin staff.
* “Even doctors” or “especially doctors” is implied

# Daily checks

* Pre-screen staff
  + Experiencing Covid-19 symptoms
  + If possible, check their temperature using a contactless thermometer
  + Ask if any other family members sick
  + If returning from leave or travel, completed the required self-isolation period
* Daily meeting to keep staff up to date on Covid-19 issues

# Absenteeism

**THE ULTIMATE**

**COVID-19**

**GP CHECKLIST**

**How to keep your staff and patients safe**

* Arranged for expected when any of the following are sick:
  + Doctors
  + Nurses
  + Receptionists
  + Practice Manager
* Alternative or temporary staff procedure
* Cancellation procedure

# Disaster recovery

* Designed a comprehensive hazard prevention plan if a suspected COVID-19 case is present in the practice
  + Immediate notification to the relevant government department
  + Notification to staff
  + Possible notification to patients
  + Possible immediate closure of premises
  + Notification to suppliers
* Procedures to include:
  + Patient
  + Staff
  + Suppliers / couriers / trade

# Staff

## Education

* All staff been retrained in
  + Correct handwashing techniques and hand sanitiser use with a product like Glitterbug.
  + Covid-19 laws and guidelines, including social distancing
* Scheduled monthly training sessions with staff for handwashing, sanitizing , social distancing measures ,cleaning and patient care

## Staff to staff protection

* Streamlined shifts to try and keep the same staff together
* Allocated tools and equipment per person or small group
* Reduce unnecessary staff in areas
* Staff clean their own dishes immediately
* Avoid shared items in staff room
* Dedicated room for each doctor

## Staff to patient protection

* Remove or reduce paperwork

# Patients

## Covid-19 Patients

* Clear instructions advising potential Covid-19 patients where to get tested or treated
  + Signage
  + On web site
  + On phone message

If a Covid-19 patient visits:

* Patient isolated in a single room or outside in an appropriate location
* Staff wear appropriate PPE
* Provide a facemask to patient for returning home

## Patient to patient protection

* Hand sanitiser available for patients
* Minimised highly touched items (e.g. magazines removed)
* Furniture cleaned between patients
* Ideally provide contactless payment methods (E.g. EFTPOS) only
* Substitute re-useable items for single use items
* Minimise counter areas where patients can touch or lean on. Ensure they are regularly cleaned.

## Patient to staff protection

* Remove or minimise direct contact with patients, especially by admin staff
* Consider a Perspex barrier over the counter

# Signage

* COVID-19 warnings and guidelines displayed around the premises
* Social distancing signs in premises
* Floor markings indicating physical distancing

# Cleaning

* Cleaning of bed and chair between patients
* Regularly clean all highly touched surfaces at least hourly
* For extremely high traffic items, increase cleaning to suit
* Additional cleaning of doors, handrails, etc
* Additional cleaning of toilets including doors, taps, hand driers
* Provided appropriate glove wear for cleaning

# Hand hygiene

* Set a protocol with staff for when to wash hands with full implementation of the 5 moments of hand hygiene
* If gloves are worn by staff, they are changed as often as hand washing would have occurred
* Sanitizer stations to be used when patients enter the premises
* Sufficient stock of soap and sanitizers for staff
* Sufficient stock of soap and sanitizers for patients
* Correct choice of sanitizer (≥ 70% alcohol)
* Hand sanitizer is NOT used as soap at a sink
* Sufficient stock of Personal Protective Equipment (PPE) for staff members

# Home

* OH+S compliant work environment
* Secure access to computer systems
* Home computer is secure (password protected and current malware protection)
* Reliable internet and phone

# Layout

* Outside doors and windows to be opened to increase air circulation
* Ideally, patients enter and leave the premises without touching a door handle
* Layout to allow for physical distancing between patients and staff
  + Patients can comply with social distancing requirements
  + Queues do not mix with walking areas
  + Patients can easily access receptionist without blocking walkway
* Ensure social distancing in bathrooms, possibly by restricting to a single person at a time.
* Reduce the number of seats in waiting room
* Consider contactless taps and soap dispensers
* Contactless hand dryers
* Perspex barrier at reception
* Receptionist to be at same height as patient

# Suppliers

## Deliveries

* Ensure all delivery staff are healthy and do not have a temperature
* Allocate an appropriate drop-off point with suppliers
* Physical distancing measures when deliveries are made on the premises

## Changes

* Confirm with suppliers that stock is readily available
* When sourcing stock from alternative suppliers or changing brands:
  + Ensure an MSDS is available for all chemicals, especially cleaning products
  + Staff are trained in the correct storage, use and disposal of new products
  + Staff are aware of any changes to medicine or vaccines. Extra caution needs to be paid to similarly named products.

# Young children

* Toys and play areas are either removed or cleaned very regularly
* Only have items that can be disinfected

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