



# yackandandah health

## CORONAVIRUS (COVID-19) ACTION PLAN 14/08/2020

### MEDICAL CENTRE

#### **Delegation**

Actions may be delegated, but the responsible person is accountable.

#### **Close contact**

In the current context, more than 15 minutes close contact with a confirmed case 24 hours before onset of symptoms.

#### **Suspected patient case definition**

Do not apply to staff, as the CDNA have different criteria for staff (see below in precautionary action plan), this may be due to younger people appearing to be less symptomatic.

A suspect patient case is a resident with a fever (above 37.5 degrees) AND one or more of the following symptoms:

- Cough
- Sore throat
- Fatigue
- Shortness of breath
- Additional symptoms can occur. See the latest information

#### **Infection Control Procedure**

Please note this plan is adjunct to and not a replacement to current infection control procedures.

## PRECAUTIONARY ACTION PLAN FOR CORONAVIRUS (COVID-19)

| Action  | Responsible                      | When                  | How   |
|---|----------------------------------|-----------------------|---|
| Restrict face to face patient consultations unless absolutely necessary.<br>Encourage telehealth appointments                             | Practice Manager<br>Receptionist | Until pandemic over   | HotDoc<br>Advise when booking appointments  |
| Patients are screened while making appointments to remind them not to attend the clinic if they are displaying COVID-19 specific symptoms | PM<br>Receptionist               | Until pandemic over   | *HOTDOC has been set up with COVID-19 screening questions<br>*Receptionists remind patients when booking appointments   |
| All patients to sanitise their hands upon entry to the centre   | Receptionists/Patients           | Until Pandemic over   | Hand sanitising station set up at front door of centre – Receptionists to observe and remind patients.  |
| High risk patients will not be allowed entry to the clinic  | Receptionist                     | Until pandemic over   | *Receptionists ask 3 specific screening questions and take patient's temperatures – all this is recorded in Best Practice.<br>Anyone with a positive answer is asked to wait outside.   |
| All patients are provided with and requested to wear a mask while in the centre   | Receptionists/Patients           | Until Pandemic over   | Once patients have had their temperature tested, Receptionist to hand patient a mask and request that they wear it while in the centre.   |
| High risk patients will be advised and assisted to obtain a COVID swab  | Receptionist / RN / GP           | On the day of contact | *Where appropriate patients will be directed to the Respiratory Clinic at CMG or the COVID Testing Centre at Wodonga Hospital.<br>*In extreme cases we can ask the patient to remain in their car and the GP can don appropriate PPE and swab the patient in their vehicle. |

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| Encourage social distancing in the waiting room  | Receptionists                          | Until Pandemic over | * Chairs have been removed / spaced out<br>* Social distancing signs in place<br>* No more than 4 people at a time in the waiting room   |
| Sanitisation of hard surfaces throughout the practice  | Clinical staff<br>Receptionist on duty | Twice Daily         | Receptionists at lunch time and end of day to clean the waiting and reception area with Alcosan spray.<br>Clinical staff to clean their own rooms at end of session<br>PM to clean and sanitise her office space<br>Cleaners attend every night and must sanitise all touch points |
| Reception staff to wear masks and visors when approaching patients to take their temperature or when entering the occupied waiting room  | Receptionists                          | Until pandemic over |  |
| All Reception Staff and PM to wear masks and visors where social distancing is not possible  | All staff                              | Until pandemic over |  |
| Staff to sanitise and wash hands on entry, and multiple times per shift.   | All Staff                              | Every shift         | Staff education  |
| Temperature check employees at beginning of each shift. <b>Email CEO if staff member tests over 37.5.</b> Recording staff who test under 37.5 is not necessary.  | All Staff                              | Every shift         | At entry point using infrared thermometers.  |
| Ensure adequate supply of masks  | Practice Manager / RN                  | July 2020           |  |
| Source personal protective equipment.  |  | Ongoing             | Keep in contact with suppliers.  |
| All employees to be Influenza vaccinated.  | Practice Manager                       | Now                 | Hard copies of records to be kept on file  |
| Employees who have a fever or recent history of fever, OR acute respiratory infection including cough, shortness of breath, and sore throat must be tested and have negative results for COVID-19 prior to coming to work. | All Staff                              | Every occurrence    |  |

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| Educate staff on COVID-19, infection control, and donning and doffing PPE. |  | ASAP | Email and onsite training |
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## ACTION PLAN FOR A SUSPECTED CASE OF CORONAVIRUS (COVID-19)

| Action   | Responsible            | When                  | How  |
|--|------------------------|-----------------------|--|
| High risk patients will not be allowed entry to the clinic               | Receptionist           | Until pandemic over   | <p>*Receptionists ask 3 specific screening questions and take patient's temperature – all this is recorded in Best Practice.</p> <p>*Anyone with a positive answer is asked to wait outside and the GP on duty is notified.</p>  |
| High risk patients will be advised and assisted to obtain a COVID swab   | Receptionist / RN / GP | On the day of contact | <p>*Where appropriate, patients will be directed to the Respiratory Clinic at CMG or the COVID Testing Centre at Wodonga Hospital</p>  |
| Where appropriate, high risk patients will be provided with a COVID swab | GP / RN                | On the day of contact | <p>*In extreme cases we can ask the patient to remain in their car or come to the external side of the clinic.</p> <p><b>*Provide the patient with a mask to wear</b></p> <p>*GP to don appropriate PPE (full face mask, face shield, surgical gloves) and assess, swab the patient in their vehicle/outside the clinic.</p> <p>*Once procedure completed and the patient has left the premises, GP to remove gown by turning inside out and then place immediately into red alginate bag and then yellow fabric bag for laundry collection.</p> <p>*Disposable PPE bagged and disposed of in locked hazard waste bin (key in cleaner's room).</p> <p>*GP to place swab in red pathology bag held open by assistant (donned in full PPE also). Assistant to bring swab in for Pathology collection.</p> <p><b><u>Limit contact so no more than 3 staff members are exposed to potential virus.</u></b></p> |

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| <p>Following swab procedure - All used equipment to be thoroughly cleaned and sanitised.</p> | <p>RN / GP</p>   | <p>Immediately</p> | <p>*Staff member to fully don all PPE (full gown, face mask, face shield, surgical gloves) and clean all areas with antibacterial spray Alcosan and or antibacterial disposable wipes.<br/> * Once all equipment has been thoroughly cleaned, staff are to remove gown by turning inside out and then place immediately into red alginate bag and then yellow fabric bag for laundry collection.<br/> * Disposable PPE bagged and disposed of in locked hazard waste bin (key in cleaner's room).<br/> *<b><u>Limit contact so no more than 3 staff members are exposed to potential virus.</u></b></p> |
| <p>If media contact, refer to CEO and provide email address<br/> ceo@yackhealth.com.au</p>   | <p>All staff</p> | <p>As needed</p>   |   |

## ACTION PLAN FOR A CONFIRMED CASE OF CORONAVIRUS (COVID-19)

| Action   | Responsible           | When        | How                    |
|--|-----------------------|-------------|------------------------|
| Notification of confirmed case to CEO  | Practice Manager / GP | Immediately | In person or telephone |
| Continue all previous actions.   | All Staff             | Immediately |                        |
| Cancel all non-essential clinical activities such as allied health visitors      | Practice Manager      | Immediately | Telephone              |
| All exposed staff to be swabbed and self-isolate until negative results obtained | All Staff             | Immediately |                        |
| If media contact, refer to CEO and provide email address.                        | All staff             | As needed   |                        |

## ACTION PLAN FOR SIGNIFICANT CORONAVIRUS (COVID-19) COMMUNITY TRANSMISSION

Significant number of confirmed cases of COVID in immediate local community including surrounding areas.

| Action   | Responsible | When   | How |
|--|-------------|--|-----|
| Continue precautionary action plan.  | All Staff   | Immediately  | N/A |
| Clinical staff to continue to work and ensure they are wearing full PPE at time of contact with all patients                                     | GPs         | Immediately  | N/A |
| Encourage all patients to have telehealth consultations – face to face only where telehealth is impractical.<br>Discourage all drop in visitors. | All staff   | Immediately and until Community infection numbers start to decline |     |