

02.05.20

Final draft for procedures of daily operation during Covid-19

Since the restrictions around Covid-19 are expected to last for the foreseeable future, I have devised a series of guidelines for use in the clinic that will minimise risk and protect our staff and patients. These guidelines are expected to be updated depending on the advice at that time.

All interested parties are asked for their input before deciding on a complete set of instructions, and your feedback is welcome. In assessing the risks involved, we have to be aware that the guidelines may change as more is known about the characteristics of the virus, particularly in asymptomatic people.

Ideally all staff should be tested c-19 negative at regular intervals. Each staff member to have completed the C19 online training course at <https://www.lasertraining.org/COVID-19-PRECAUTIONS.html>

DUNDRUM COSMETIC CLINIC OPERATIONAL GUIDELINES COVID-19

Clinic Layout

The clinic set up will change. Perspex 1meter square screens will hang above the reception area to form a physical barrier between a patient and the reception team. A demarcation line 1.25 meters in front of the reception desk will show the limit of incursion that a patient may advance to. Inside of this reception area will become known as “clean”. Any other area is “common”

The number of people allowable to share the clinic space may be specified by Governmental guidelines. In any case, to maximise social distancing, the number of patients able to be in the clinic at the same time is now limited to 2. No children or dependents are allowed. The time spent in the clinic should be minimised as much as possible, and we have laid out our procedure to ensure this as best as we humanly can. Only two patients waiting chairs will be provided. Air conditioning in the reception area to be kept “on” at all times.

The treatment staff will not be permissible to pass through to the “clean” area. Reception staff may only pass into the “clean” area once they have cleaned their hands (even if gloves are worn)

There will be no point of sale items, displays, magazines or brochures available in the waiting area. C-19 has been shown to be active on paper and cardboard for 24 hours. There will be brochures available only in the “clean” area.

Our reception will continue to be a “paper free office” where card receipts, aftercare and other information will be emailed or sent via SMS.

Pinch points are to be identified, and a Stop/Go or “one way” system of travel may have to be introduced.

Staff

I will break this down into two types. People that work mainly in the “clean” area (receptionist), and secondly, staff that are in direct contact with patients (therapists).

All staff ideally should be regularly tested negative, and have been certified by completing the C-19 specific online infection control training course. The passing through of personal items such as handbags to the “clean” area should be minimized. If possible, situate yourself behind the perspex screens at all times. Your forehead temperature should be taken in the morning, lunchtime and evening. The receptionist is to take the temperature of the other staff members three times daily which are when arriving at work, departing on lunch and when leaving at the end of the shift. Any raising of temperature, or showing any of the telltale symptoms of C-19 (diminishing taste, fever, shortness of breath, flu like symptoms) will require you to inform management and leave your workplace immediately.

As teamwork and environmental awareness is highly important, the receptionist is the principal rule enforcer of the new regime in the absence of a manager.

3M face (surgical) masks to be worn by the reception team at all times. Replace these surgical masks every 4 hours, do not re-use.

Constant cleaning of keyboards, phones and other frequently used items with alcohol spray will be required.

Pre-payment by card is to be requested. If it is necessary to collect cash, the receptionist must disinfect with a veridical each time that cash is collected before placing into the till. Please remember to place a 10 minute gap between each client to allow time for the therapist to clean the treatment room. Treatments over 40 minutes duration may have to be broken up into subsequent visits.

The receptionist will be responsible for arranging that the clients arrive in order. Immediately upon arrival, the client should be vetted and temperature should be taken.

As each client leaves the clinic, you must come out of the clean area, and clean the seating area of that patient with alcohol spray or NHS Supply Chain:VJT118 wipes for a minimum of 60 seconds. Prepare the seating area for the next client. Return immediately to your “clean” area, and wash your hands.

When taking your break, you may place any cordless equipment (phones, cc machine) required by your relief in a safe place on your way out. On your return, wear gloves, collect the equipment, bring it to the “clean area” only after cleaning with alcohol spray or VJT118 wipes for a minimum of 60 seconds.

Vetting of clients

The following questionnaire will be emailed and the answers interrogated to determine if the person is low risk, high risk or to be told to return in 14 days. The duration and type of treatment will also be a factor to determine the risk, and following on, the PPE that is to be worn.

Dear Client, in accordance with our guidelines it is necessary to ascertain the risk posed. Please fill and return this online form promptly so that the booking process can be completed.

Name _____

Mobile Telephone Number _____

Section 1- Covid-19 specific

1. Do you have a fever or have you had a high temperature in the last 14 days (a fever is a temperature greater than 37. 5°)? Y/N
2. Have you had a cough or any other respiratory signs in the last 14 days? Y/N
3. Have you had or do you have diarrhea or other digestive complaints in the last 14 days? Y/N
4. Do you have or have you felt very tired or fatigued in the last 14 days? Y/N
5. Have you noticed a loss of sense of taste or smell in the last 14 days? Y/N
6. In the last 14 days, have you had any type of skin injury that you would not have had before, especially in the fingers and toes? Y/N
7. Have you been in contact with or living with someone suspected or confirmed of having Covid-19? Y/N
8. If so, have you or your associate fully recovered from Covid-19? Y/na
9. If you have had Covid-19, and have recovered, are you still in quarantine? Y/N
10. What size gloves would you assume that you are, Small, Medium or Large? S/M/L
11. Are you allergic to latex, or rubbing alcohol? Y/N

Section 2- General

Do you suffer from any of the following? diabetes, cardiovascular disease, including hypertension, chronic lung disease, immunodeficiency, cancer under active treatment? Y/N

Are you pregnant? Y/N

Are you over 60 years of age Y/N

If you have any problems or are unsure on how to answer this questionnaire, please contact us promptly on 0878888087. If your circumstances in relation to Covid-19 change before your actual appointment, you must let us know immediately.

I declare that the information given above is correct,

Signature_____

Dated_____

* If the patient has been infected by Covid-19 and despite being asymptomatic, suggest no treatment unless the patient has had tests and can forward to us full blood count, HB glycosylated, LDH, PCR and oxygen saturation figures.

In the event that the patient successfully triages, we must give him or her the following instructions:

“Please arrive in the centre at least ten minutes before your appointed time. Please do not come directly to the clinic, as you would have done previously, instead either wait in your car or in an open area. We ask that you attend unaccompanied. When we are ready to accept you, we will call your phone to ask you to come to the clinic. We advise you not to use the elevators and to avoid touching handrails on stairs on your way to the clinic. Upon arrival, your

temperature will be taken, and in the event of no high temperature, you will be given a bag with PPE and instructions on how to wear them. Use the hand sanitizer provided in the PPE kit when you have put on your gloves. We ask that you do not wear jewelry or bring personal items like handbags into the treatment room. When the therapist is ready, you will be asked to enter the treatment room. The therapist will give you further instructions while you are in the treatment room. When the treatment is complete, you will be invited back to the waiting area and to discard the used PPE (facial areas only) into the pedal bin provided and to use the hand sanitiser gel before collecting your personal items. If possible, maintain the requisite distance of 2 meters from other people in the clinic and on your egress. For rebooking and follow up on the treatment, we would ask that we call you once you have departed the clinic.”

After the patient has departed, the receptionist will leave the “clean” area, wearing protective gloves, and sanitise the seating area in preparation for the next patient. The next patient’s PPE will be left out. When crossing back into the “clean” area, please remember to wash your hands.

Therapists/doctors/maintenance engineers/nurses

There will be three days of “on the job training” and acclimatising to the new regime prior to re-opening.

Therapists/practitioners will always stay out of the “clean” zone and in the “common” zone. Because they are the person dealing closely with the clients, (who’s Covid-19 status is unknown, but is always assumed positive) they must avoid contact with others and wear the relevant PPE at all times. All other visitors must stay in the “common” zone unless their work requires them to be in the “clean” zone. The receptionist will advise and instruct these visitors as to their actions when in the “clean zone”.

The receptionist is to take the temperature of the other staff members three times daily, arriving at work, departing on lunch and when leaving at the end of the shift. Any raising of temperature, or showing any of the telltale symptoms of C-19 (diminishing taste, fever, shortness of breath, flu like symptoms) will require you to inform management and leave your workplace immediately.

The wearing of jewelry, nail polish and other non-essential accessories should be minimised. Uniforms do not have to be worn. On a daily basis, bring your “work” clothes and shoes in a cotton bag into the change room. Allowing for the 2 meter distancing, change into your “work clothes”. Leave your handbag and phone/ipad in your personal locker. Place your PPE as per the following two classifications, below, either low risk or high risk. Do not return to the changing room except to change out of your work clothes.

Managers to ensure that the minimum amount of furniture and equipment that is comprised of metal is present in the treatment room. A disinfection and sterilisation (cleaning) area will be marked out in each treatment room.

The reception team will ensure that each client is correctly attired. When you are satisfied with the treatment room layout and sterilisation, you open the treatment room door and invite the client into the room. Shut the door. Remember not to shake hands with the client.

If the client requires undressing, direct the client to use the privacy booth and ask the client to place his or her clothes into the box marked “Patient’s Clothes”.

Perform the treatment in as short a time as it is safe to do so. If it is necessary to treat the clients face, first clean the area with alcohol to minimise any live airborne containments. If the client is getting multiple areas treated, perform the facial area treatments last. Complete the treatment within the required time. The client must dress in the privacy booth, leaving their PPE in the room in this case. For facial areas they will leave their PPE in the waiting area. Stay in the treatment room as the client exits. You will have a minimum of 10 minutes to sterilize the room and instruments before your next client.

Classification of Risk and appropriate PPE

Low risk patients- normal procedures apply, PPE is as follows.

FFP2 face mask, gloves and disposable apron.

High risk patients- additional safety precautions are to be followed.

FFP2 face mask, gloves and the addition of extended apron, mop caps to cover shoes and theatre cap. In addition, you must use the dental shield,

[https://drive.google.com/file/d/1wz_hWKLHM6J7WtRzb-](https://drive.google.com/file/d/1wz_hWKLHM6J7WtRzb-GCeIaRAMq0uBdW/view?usp=sharing)

[GCeIaRAMq0uBdW/view?usp=sharing](https://drive.google.com/file/d/1wz_hWKLHM6J7WtRzb-GCeIaRAMq0uBdW/view?usp=sharing)

The classification of low or high risk is determined by

- a. Triage, the information from the vetting procedure may determine if the patient has recently been in a Covid-19 environment.
- b. Time duration. Increased exposure to patient increases the risk. Total exposure time of less than 15 minutes is considered low risk.
- c. Type of treatment. Ablative laser, treatments where is a risk of contamination and treatments that produce aerosol are considered high risk, and a greater level of PPE is required.

The treatment room must be disinfected after each patient

Cleaning and disinfecting the treatment room

- After finishing the treatment, the contaminated pair of gloves will be removed and all the instruments will be taken to the disinfection and sterilisation area, always wearing the PPE (including a clean internal pair of gloves). ie “double gloving”
- All the PPE that has been used will be brought to the cleaning area and deposited in a bin with a hard cover and pedal opening.
- A thorough cleaning and disinfection of surfaces and areas of contact with the client will be carried out
- Cleaning and disinfection with the product commonly used for surfaces with a solution of sodium hypochlorite at 0.1% (30 ml household bleach per liter of water) is recommended to be deposited on surfaces but not on the cloth surfaces. For cloth surfaces, use a disposable cloth or non-sterile pad. Do not pass twice through the same area twice with the same face of the pad or cloth.
- Alcohol spray is especially efficient in cleaning treatment rooms and can increase the security level of decontamination.
- Using 0.1% sodium hypochlorite in a spray diffuser (20 ml of household bleach in 1 liter of water) can help improve the general disinfection of the cabinet or work space.
- It may be convenient to inform the patient of the disinfection of the treatment room between patients and to explain the cleaning procedure to the patient for their own piece of mind.

Ventilation

- It has been proven that it is beneficial to aerate the clinical space after each patient for a duration of 5-10 minutes. During aeration, close the treatment room door.

Eye protection disinfection

- Protective glasses and lenses must be disinfected between patients; To do this, place the glasses in a disposable tray and spray with 70% alcohol or immerse in water with bleach (25 ml of 5% bleach in 1 liter of water). In case of iPad or phone screen, deposit the item in a disposable tray and clean by spraying it with alcohol.

Hand washing definition: hand hygiene measures should be used with soap and water or hydroalcoholic solution (minimum 60% alcohol). It is the most important measure to reduce the risks of transmission, it must be carried out frequently (before putting on gloves, after removing gloves, and after each contact with the patient whether or not gloves have been used). Normal liquid soap (no antimicrobial required) will be used for hygienic washing. Hands will be dried with disposable towels. Another option is to use hydroalcoholic solution (hand sanitizer), but it is not a substitute for frequent hand washing

CLEANING AND DISINFECTION OF THE CLINIC AT THE END OF THE DAY

This cleaning process can be performed by therapists and cleaning staff. Cleaning staff must receive training and information on the proper cleaning method, according to protocol by passing the online Covid-19 specific training course.

The procedure for cleaning and disinfecting the surfaces and spaces in contact with the patient will be carried out in accordance with the usual policy for cleaning and disinfecting the workplace. There is evidence that coronaviruses are inactivated by contact with

- a. 0.1% strength sodium hypochlorite solution, or
- b. 62-71% ethanol, or
- c. 0.5% hydrogen peroxide

for a minimum of 60 seconds. Ensure that the area is completely dry post cleaning using paper towels.

CLEANING OF SANITARY MATERIAL

With regard to sanitary materials, coronaviruses are viruses enveloped by a lipid layer, which makes them especially sensitive to disinfectants commonly used in the sanitary environment. Check the veridical level in the technical data sheet of the products used and that they comply with the UNE 14476 standard. **Any material that will be used later by another patient must be properly cleaned and disinfected, or sterilised, depending on the type of material in question.**

DISPOSABLE MATERIAL

Disposable material such as disposable plastic or cellulose gowns, gloves, trays, mop caps and other PPE

- are for single use

- must not be reused

When used, you assume that these items contain Covid-19, and must be deposited only in the bins marked “Medical Waste”, these bags are yellow in colour.

MATERIAL THAT NEEDS CLEANING AND DISINFECTION

- *Aesthetic Equipment*

It is to be cleaned with a cloth moistened with water and enzymatic detergent and dried with a disposable paper towel. Cover this equipment when not in use.

- *Thermometer*

Contactless thermometers are to be disinfected with 70% alcohol.

Keep equipment clean and dry.

When cleaning, please pay specific attention to the following,

Common zones

At the end of the working day, all common areas will undergo cleaning and disinfection. It is recommended (whenever feasible) the use of sodium hypochlorite (30 ml of common bleach per liter of water).

All door and window knobs, possible handrails, tables, armrests for chairs and armchairs, switches, telephones, should be cleaned and disinfected with sodium hypochlorite solution, whenever the material allows it (for example, if the knobs are metallic, avoid bleach and use 70% alcoholic solution).

Reception area

Areas that require greatest attention in the reception area include correct cleaning and disinfection of the work table, the computer screen and keyboard, ipads, printer credit card machine and phones.

Clinical areas

Cleaning and disinfection of work surfaces and the treatment bed

Examination lamp cleaning and disinfection.

Cleaning and disinfection of all the furniture, examination lamp, all wall switches, ipads and cellphones.

The floor is to be scrubbed with bleach diluted (30 ml of common bleach per liter of water).

Yellow bins are to be double bagged and picked up by centre staff.

Black bins will contain no PPE or couch coverings.

Vacating the clinic and going home

Before leaving the clinic, use the buddy system to spray 70% alcohol on your colleague from head to foot, taking special care to the shoes, top and bottom. Include any

personal items such as handbags, cellphones and frequently used items, paying attention to metal items in particular. We recommend that you place your used garments in a cotton bag. All items that have been exposed, or suspected to being exposed to the clinical environment should be placed in this bag.

Once the workday is over, we have to ensure that people in our own residence are protected. Therefore, it is recommended to adopt a series of measures such as

- Wash your hands well with soap and water.
- Try not to touch anything.
- Take off your shoes and leave them in the entrance or garage.
- Put the cotton bag of clothes in the washing machine (minimum 60°C).
- Leave keys, wallet, and other objects in a box at the entrance.
- Clean and disinfect your mobile phone and glasses well and often.
- Clean and disinfect the surfaces of your handbag, shopping or other items that you brought from outside.

OTHER CONSIDERATIONS

Managers

Ensure full participation of all staff in the safety measures above. Ensure a constant supply of proper PPE.

Staff shifts should be staggered as much as possible to avoid contact in changing rooms and workstations. In any case, in the changing rooms the distance of 2 meters between the workers must be respected. Stagger staff arrival and departure times, if necessary. Ensure that all clothing and exposed body areas are sprayed with a minimum 70% alcohol spray upon leaving the changing room at the end of shift.

These operational procedures are subject to change when Government guidelines are published.