

COVID-19 – Administrative and Engineering Controls

Updated: April 23, 2020

To ensure safety for our Members, patients and staff, there are several administrative and engineering controls that can be implemented to prevent the spread of COVID-19. Implementation of these changes will ease the work load and stress placed upon staff as well as conserve unnecessary PPE when the supply is limited.

The College of Chiropractors of Ontario (COCO) requires the strict adherence to the Standards of Infection Control. The following is to advise Members of the implementation of good clinical practice. It is necessary to screen patients by phone, at the door (by signage), and at reception.

What can I do before my patient arrives or at the time of procuring an appointment?

Patients need to be screened at the time of making an appointment¹. Reception staff should explain the expectations to the patient so they are aware of the protocol when they arrive (e.g. wait to be called in, use hand sanitizer, wear a form of face covering). If a patient arrives without phone screening, reception staff needs to be prepared and able to screen at the door prior to entry.

What happens if patients overlap?

All precautions should be taken to ensure that patients do not overlap. If the situation arises, ensure that patients are able to maintain their physical distance of at least two metres.

What should I do when my patient arrives?

Signage should clearly remind patients of the screening that you have already implemented. Patients must be directed to use hand sanitizer when entering the facility (signage, and then verbal, if required). Members must ensure that the

¹ <https://covid-19.ontario.ca/self-assessment/>

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patients are wearing a mask or face covering upon entering your clinic/practice. If the patient is unable or refuses to wear a mask, consideration should be given whether the Member chooses to provide care.

Patients are to enter the treatment room as quickly as possible. Those accompanying the patient should be discouraged from entering the facility.

What happens at the reception desk?

A physical barrier should be installed; ensuring staff are protected at all times if the two-metre physical distance is not feasible. This physical barrier may be a plexiglass or glass window separating patients from staff. To limit contact, future appointments, receipts and payments can be procured over the phone or by electronic means. If done at reception, the 2-metre distancing must be adhered to, and proper disinfection must follow.

What happens after my patient leaves?

All touch surfaces must be disinfected after each patient contact with an approved hospital-grade disinfectant. This disinfectant is to have a Drug Identification Number (DIN) and should be used with a disposable towel or wipe.² This includes, but is not limited to, door handles, taps, switches, chairs, and debit machines.

What about my waiting room?

All measures should be taken to ensure appropriate distancing of patients. Waiting rooms should have very limited use at this time. Proper disinfection must be implemented for all patient contact surfaces. Seating must be separated by at least two metres. All extraneous products/objects should be removed from common areas (e.g. magazines, brochures, creams, samples).

² <https://www.canada.ca/en/health-canada/services/drugs-health-products/disinfectants/covid-19/list.html>

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Relevant Sources:

1. Ministry of Health, COVID-19 Guidance: Primary Care Providers in a Community Setting Version 3 - March 20, 2020
2. Ministry of Health, COVID-19 Guidance: Acute Care
Version 3 – March 19, 2020
3. Ministry of Health, COVID-19 Guidance: Independent Health Facilities
Version 3 – March 17, 2020
4. Ministry of Health, COVID-19 Guidance: Consumption and Treatment Services (CTS) Sites
Version 2 – April 12, 2020 (amended April 16, 2020)
5. http://www.health.gov.on.ca/en/pro/programs/publichealth/coronavirus/2019_guidance.aspx
6. WHO Rational use of personal protective equipment for coronavirus disease (COVID-19) and considerations during severe shortages: interim guidance (28 pg document)
7. Coronavirus Disease 2019 (COVID-19), Cleaning and Disinfection for Public Settings