

Effective 3/30/2020

Back To Health Chiropractic Procedure and Safety Manual

**Our Goal is to use Compliance to stop the spread
of COVID-19**

All the procedures we put into place will mitigate the risk of patients becoming contaminated from receiving care in our office and provide those of us that are working in the office a clean, safe environment as well.

It is our goal to help stop the spread of the virus and do our part to “flatten the curve”. In addition, we also want to protect the reputation of our practice and the Chiropractic profession by adhering to these procedures.

Patient Management

Booking an appointment/ pre-screening (Triage)

The patients can book themselves an appointment online but a phone number for a text or email is now mandatory so that they can be sent an automated reply advising them not to come to the office if they feel sick, have a fever, a cough or have shortness of breath. They will also have to attest that they do not have any of the aforementioned symptoms before being allowed to book online by checking the box in agreement.

Before we can book a patient for an appointment by phone, the following questions must be asked:

1. Do you currently have a fever, a cough or shortness of breath?
2. Have you been out of the country in the last 14 days?
3. Have you been in close contact with anyone who tested positive?
 - a. IF YES → Were you wearing a mask and eye protection during this exposure? (this answer must be YES)

If the answer is NO to all questions- book the appointment for them.

If their answer is YES to any of the above:

1. Are you having difficulty breathing?
 - a. If YES- Advise them to get to the Emergency Room
 - b. If NO- tell them to quarantine for 14 days and contact their primary medical doctor and take their name and number down for Dr. Jay to contact personally before they can book an appointment as they may need to be seen with full PPE outside of the office.

Office Check-in Procedure

Every effort must be made to make each front desk encounter a “touch-less” encounter. Maintain “social distancing” during the intake of patients. This is for the safety of both the patient and the front desk personnel.

Triage/ Screening In Office

Before accepting payment or allowing anyone to go back to an adjustment room the following questions must be asked:

1. Do you currently have a fever, a cough or shortness of breath?
2. Have you been out of the country in the last 14 days?
3. Have you been in contact with anyone who tested positive?
 - a. IF YES →Were you wearing a mask and eye protection during this exposure? (this answer must be YES)

If the answer is NO to all questions- you may take payment as per procedure in this manual.

If their answer is YES to any of the above:

2. Are you having difficulty breathing?
 - a. If YES- Advise them to get to the Emergency Room
 - b. If NO- tell them to quarantine for 14 days and contact their primary medical doctor and take their name and number down for Dr. Jay to contact personally before they can be adjusted as they may need to be seen with full PPE outside of the office.

Before the Doctor begins the Chiropractic evaluation, **the patient’s temperature will be taken using a touchless infrared thermometer.** If the temperature is above 100.4 degrees F, the patient is to be sent to their primary medical provider for evaluation and/or to self-monitor and quarantine for 14 days.

How To Accept Payment

CREDIT CARDS-

Credit cards will be the preferred means of collecting payment. Our credit card machine has been re-programmed to accept credit cards by either a swipe or just entering the card into the chip reader or by the tap method and it can accept payment apps on mobile phones such as Apple-pay. The system is set up so that no signature or any pressing of the keys is required. We can also re-charge any card stored at PayJunction from a previous payment.

CASH or CHECKS-

If the patient chooses to pay by cash or check, hand the patient an envelope with their name and date on it and they may deposit the payment into the envelope and put it in the box. It is estimated that the virus can live on paper for up to 24 hours. Any payments put into the box will not be taken out of the envelope until the next business day. We will use the honor system and take their word that they paid the correct amount when entering the payment into the computer for the day.

Special Arrangements-

During this difficult financial time, if a patient that has been coming to our office regularly (at least once a month for the last 6 months) is having financial problems or has lost their job; they will be able to choose their own fee for their care. This policy does not apply to people who have not been in at least once a month over the last 6 months as we will have our hands full taking care of the people who have used Chiropractic properly, as defined in our orientation video, over the last 6 months.

Number of People In The Office

There can only be up to two people or families in the office at one time.

The large reception room (the living room) will be off limits to the patients until the COVID-19 national/ state emergency is over.

Only those who are getting adjusted may come into the office to avoid additional risk of exposure. Others should wait outside the office or in the car.

Patients may not 'bring a guest' with them into the adjusting area unless they are elderly or physically require the assistance. There must be an exact record of every human that walks through the door and a file in the computer and a daily note taken for each person including children.

Since we are scheduling every 10 minutes, we will only use rooms 1 and 3 to keep people socially distanced.

If a third person or family arrives in the office and a social distance of 6 feet cannot be maintained, they must be asked compassionately to step outside the office and wait until their appointed time. You can take their cell number and call them in when it is their turn if we fall behind due to an unforeseen reason.

Cleaning Procedures

An Ethanol solution of 60% alcohol or greater has been demonstrated to kill the COVID-19 virus within 30 seconds. This is why we are using the Ethanol mixture as a cleaning solution. The Everclear Grain Alcohol is to be mixed with water in a 60% alcohol/ 40% water solution. Essential oils may be added to the solution to improve the smell but in small amounts (drops).

The adjusting table and arms of the chairs must be sanitized before the next patient is allowed to enter the room.

Be aware of any surface the patients touch in the office and sanitize them as well.

The table is to stay wet for 30 seconds before the solution is wiped off the table or other surfaces which require sanitizing.

Hazards Associated with Using Ethanol

Even though ethanol is very commonly used, it is a dangerous chemical. It is highly flammable; as such, it has exact flash points which are important to know when using it. While ethanol is consumed when drinking alcoholic beverages, consuming ethanol alone can cause coma and death. Everclear is nearly straight Ethanol so DO NOT consume it under any circumstance. Ethanol may also be a carcinogenic; studies are still being done to determine this. However, ethanol is a toxic chemical and should be treated and handled as such, whether at work or in the home. **Gloves, mask and eye protection must be worn when using the cleaning solution.**

<https://www.epa.gov/pesticide-registration/list-n-disinfectants-use-against-sars-cov-2>

Staff and Patient Hygiene Procedures

The Doctor must **hand wash** before moving to the next adjusting table using the CDC protocol for hand hygiene.

<https://www.cdc.gov/handhygiene/>

The Chiropractic Assistant should be wearing **gloves** especially when using the cleaning solution. Hand washing should be done if there is a need to touch a patient or an unclean surface. The gloves may be sanitized with the ethanol solution or by simply **washing the hands** with the gloves on with soap and water for 20 seconds using the CDC protocol for hand hygiene.

It is advised that you wear a **face mask** and **eye protection** provided to you at all times during a patient encounter even if it is at a distance greater than 6 feet. If the patient sneezes or coughs, the droplets can travel as far as 10 feet and the mask may help mitigate the risk of the contagion.

At your discretion, you may wear a **gown** over your clothing that will be provided but this is not mandatory according to the CDC for non-patient contact and is only required/ suggested when working with patient's bodily fluids which will not be required of any Chiropractic Assistant.

When it becomes available, we will provide **hand sanitizer** which the patients will be encouraged to use prior to their adjustment and they may use it on the way out as well.

What To Do If A Patient Tests Positive For COVID-19

Since we are primary healthcare providers, it is possible that a patient that we have seen will call to inform us that they have tested positive or a patient that we have not seen yet that has tested positive desires to be seen.

So long as we are wearing a facemask and eye protection, even having a prolonged close contact with a COVID-19 patient who was not wearing a facemask (i.e., no source control) is considered a low risk exposure and does not require any quarantine.

If the same exposure is made with a mask only without eye protection, it is considered a medium risk exposure and a 14 day exclusion from work after the last exposure is required.

If the same exposure is made without a mask or eye protection, it is considered a high risk exposure and a 14 day exclusion from work after the last exposure is required.

Proper adherence to currently recommended infection control practices, including all recommended PPE (Personal Protection Equipment) should protect the HCP (health care provider) having prolonged close contact with patients infected with COVID-19. However, to account for any inconsistencies, in use adherence that could result in unrecognized exposures, HCP should still perform self-monitoring with delegated supervision. **For that reason, we will check each other's temperature prior to every shift and after every shift.**

HCP using all recommended PPE who have only brief interactions with patients regardless of whether the patient was wearing a facemask, are considered low risk. Ex.- brief triage conversation; briefly entering the patient adjusting room but having no contact with the patient or patient's secretions/ excretions; entering the patient room immediately after the patient was discharged.

HCP who walk by a patient or who have no direct contact with the patient or their secretions/ excretions and no entry into the patient room are considered to have no identifiable risk.

<https://www.cdc.gov/coronavirus/2019-ncov/hcp/guidance-risk-assessment-hcp.html>

*If a patient states that they are COVID-19 positive but are having no signs of breathing difficulties or shortness of breath that necessitate emergency intervention and want to be adjusted, get their number so the Chiropractor can call them back and further assess if it is safe for them to be adjusted at home or outside the office with full PPE.

What If You Begin To Show Symptoms of COVID-19?

If you begin to exhibit any of the symptoms associated with the COVID-19 virus, it is your duty to self-quarantine for 14 days.

If you test positive, for the COVID-19 virus, you must wait at least 3 days after the symptoms have passed since recovery.

Recovery is defined as resolution of fever without the use of fever-reducing medications and improvement in respiratory symptoms and at least 7 days have passed since symptoms first appeared or two consecutive negative nasopharyngeal FDA EUA molecular assays for COVID-19 collected at least 24 hours apart.

A Personal Note From Your Chiropractor

I recognize that these times are difficult and the rules and regulations are changing on a daily basis. We, in effect, have to precisely hit the bull's-eye of a moving target. As of the date of the publication of this document, the procedures and policies found herein follow the best practices available to us from both the federal agencies and our local government.

Chiropractic is considered an essential service.-

“Chiropractic Services represent an essential and necessary component of the health care program of millions of patients of all ages and all walks of life in the United States and worldwide. Timely and consistent access to chiropractic care is essential to the maintenance of the health and wellbeing of this patient population, particularly during times of stress.”- International Chiropractic Association <http://www.chiropractic.org/covid/>

I also recognize that this can be a time of fear and anxiety for those of us in healthcare depending on who we trust to get our news, facts and information regarding this pandemic. Consistent with the empathy I have for you during times such as these, **I want you to know that for ANY reason you do not feel comfortable returning to work that I respect that and when you do feel comfortable returning to work, your job will be waiting for you.**

I have found comfort in a particular video by a pulmonologist working in the ICU of a busy hospital dealing with many COVID-19 patients. His information is timely, honest, first hand, informative, non-sensationalized and straight forward as he advises his family and friends of what he has seen... <https://vimeo.com/399733860>

My door is always open if you have questions and I am looking forward to serving the community with you through Chiropractic.

-In Health and Faith, Dr. Jay Korsen

I, _____ have received an electronic and a physical copy of the Back To Health Chiropractic Procedure and Safety Manual.

I have read it and I understand the procedures and safety policies and agree to abide by them.

I have been given ample time to ask any questions I have and understand that I am encouraged to ask any questions that come up as the policy changes based upon CDC and state guidelines.

I understand the importance of my job in keeping the community safe and healthy even though this is not an easy task.

Printed name

Signed

Date