

Protocols for returning to operation

The following guidance has been developed collaboratively by BC Health Regulators with expertise and direction provided by the provincial health officer (PHO), the BC Centre for Disease Control (BCCDC) and WorkSafeBC. It is applicable for the duration of the COVID-19 pandemic.

PHYSICAL DISTANCING

- The number of people in clinic will be limited. Waiting area has been rearranged to ensure that patients are at least 2 m (6 ft) apart from each other.
- Acrylic barrier has been installed at the reception area.
- Patients are asked to complete COVID-19 Self-Assessment QUESTIONNAIRE available at <https://bc.thrive.health/covid19/en> prior to their appointment.
- Following questions will also be asked at the start of the visit if deemed necessary: do you have any cold, flu or COVID-19-like symptoms such as fever, chills, cough, shortness of breath, sore throat and painful swallowing, stuffy or runny nose, loss of sense of smell, headache, muscle aches, fatigue or loss of appetite.
- If patient screening reveals the patient may be at risk of COVID-19, the patient will be referred to a COVID-19 testing centre and treatment will be deferred until signs and symptoms have resolved.
- Wherever possible, Naturopathic doctor will maintain physical distancing during the delivery of care.
- Appointment times will be staggered.
- Naturopathic doctor will be wearing a mask to ensure safety of patients.

CLEANING PROTOCOLS

- Alcohol-based hand sanitizers approved by [Health Canada](#) is available at the entrance of the clinic.
- Staff and patients are advised to practice hand hygiene upon entering and exiting the clinic.
- Treatment areas and equipment will be sanitized using disinfectant approved by Health Canada to prevent surface transmission between every patients. Naturopathic doctor will also sterilize hand in between patients.

VISIT PROCEDURES

- Patients will complete COVID-19 self-assessment questionnaires prior to their appointments.
- Patients will arrive on their appointment times no sooner than 5 minutes and check in at the reception area.
- Patient will be asked to use hand sanitizer and wait at the designated area marked with green X on the floor.
- When ready, naturopathic doctor will greet and escort patient from the waiting area to the treatment room that has been disinfected with Health Canada approved cleaning agents.
- Naturopathic doctor will sanitize hand before and after any physical contact with the patient. Naturopathic doctor will also wear appropriate personal protective equipment.
- Upon completion of treatment, patient will be directed to the front desk.
- Patients will be reminded to sanitize hand when they exit the clinic.