

# QHC Regional Paediatric Services Consulting Group

## COVID-19 Pandemic Planning



### What are we doing in this time to help flatten the curve?

At this point we are allowing only urgent appointments to happen at the clinic. Here are some other things we are doing.

- ‡ All non-urgent appointments are happening by virtual visit or are being postponed
- ‡ We ask no one to come to the office unannounced. If drop offs must happen, we ask the person to schedule an appointment to bring them to the office at a time when there are no in person appointments.
- ‡ Since mid February we have been screening all appointments by phone before they come to the office, and again when they arrive at the office.
- ‡ The door to the office is now kept closed. There is a sign on the door asking people to not enter if they or anyone in their household has symptoms.
- ‡ If someone (patient or caregiver) arrives at the clinic and screens positive for any symptoms, we ask them to leave the clinic and return to their car where you can call us for instructions.
  - Some patients may need to be seen by a paediatrician at the hospital and **not the clinic**.
- ‡ To help reduce chance of infection, the administrative assistants are not to have contact (other than behind the plexi-screen) with patients coming to the office.
- ‡ The paediatricians themselves are doing extra cleaning in the exam rooms between patients.
- ‡ At the end of the clinic day, the clinic is cleaned thoroughly
  - A diluted bleach mixture (50 ml bleach to 950 ml water) is used with paper towel to wet and wipe all surfaces in the clinic (surfaces, doors, exam tables, chairs, door knobs, etc) and then rinsed with a clean cloth and water.
  - Medical equipment is cleaned in the same way, or with antiviral wipes in addition to this procedure.
  - Our entire clinic is also professional cleaned (which has always been the case) each evening.
- ‡ The clinic is using a UV cleaner for cell phones which can be used by all staff clean their phones