

COVID-19 Clinic Safety Management Plan

Northern Hearing Care

Quesnel and Prince George Hearing Centres

Northern Hearing Care continues to practice the following infection control and patient/staff protection policies, especially during this time of increased risk due to COVID-19.

Infection Control:

1. All work surfaces are wiped down multiple times per day with disinfectant wipes – including front desk, treatment room desks, lab countertops, otoscope and tool handles, signature pad pen, POS keypad, keyboards, mouse, pens, and phone/cell phones, waiting room chairs, doorknobs, light switches, other high touch surfaces, etc.
2. Items used in patient care are either single-use items and are disposed after each patient, or are thoroughly sterilized between patients.
3. Hand sanitizer is available at all desks, including the front reception desk, and is used by all staff before and between any patient interactions, as well as being available for patient use. Hand hygiene is rigorously practiced.
4. Gloves are available as needed.
5. Each scheduled patient is called the day before their appointment and screened verbally for COVID-19 symptoms.
6. Batteries, wax guards, or other supplies can be mailed or picked up by a friend or family member, if necessary.
7. Some services can be provided via tele-audiology. We can advise if this is appropriate for each individual case.
8. Staff self-assess daily prior to coming in to work, and self-isolate if ill.

Social Distancing:

1. Each patient is advised not to come into the office from the parking lot until the actual time of their appointment, if they arrive early.
2. Appointments are being booked in such a way as to minimize the likelihood of more than one patient (or patient and family member) being in the office at the same time.
3. Waiting room chairs have been spaced to allow for social distancing.

4. Patients are moved into a treatment room while waiting for an appointment if the waiting room becomes too full for the recommended social distancing.
5. Masks are used by all staff when performing any procedure that requires a closer than the recommended 6 foot social distancing.