**Bray Park Medical Practice COVID Safety plan**

Current as of 01/10/2020

Introduction

This plan provides members of the practice team guidance on operating in a COVID-safe way, and helps identify and mitigate risks during the ongoing pandemic.

Purpose and objectives

Our practice is dedicated to the health, safety and wellbeing of all team members, patients, contractors and visitors. In this pandemic environment, we acknowledge additional precautions are required and that these are outlined in this COVID Safety Plan.

Our plan is one that minimises the risk of transmission of COVID-19 through sensible precautions and rapid responses to possible or confirmed cases. Through controlled measures it is our aim to eliminate or minimise the spread of COVID-19 and ensure the health and safety of our workers, patients and others at the workplace.

The following plan utilises the [Safe Work Australia COVID-19 safe workplace national guide](https://www.safeworkaustralia.gov.au/covid-19-information-workplaces/industry-information/health-care/general-information?tab=tab-toc-employer) and follows the [current advice and recommendations from Australian government health authorities.](https://www.health.gov.au/news/health-alerts/novel-coronavirus-2019-ncov-health-alert)

1. Practice access and patient flow

To control the flow of people into and through the practice, we will:

* encourage telehealth consultations (where appropriate)
* check the temperature of each person presenting to the clinic. If the temperature registers >37.5°C the person will be given a mask and asked to remain outside of the clinic until further assessment can be conducted.
* have a management plan in place for patients presenting with symptoms suggestive of COVID-19 which enables immediate isolation of that patient, as well as the requirement that the patient don of a surgical face mask to reduce risk of transmission. Our practice uses RACGP guidelines on *[Managing patients who present with respiratory symptoms](https://www.racgp.org.au/clinical-resources/covid-19-resources/other-health-issues/managing-patients-with-respiratory-symptoms)*.
* limit patient entry to the medical centre entrance – door through to pharmacy closed.
* define foot traffic through the practice using floor markings and signage
* display information at the entrance and ensure clear messaging on the website asking patients to call ahead if they have any symptoms suggestive of COVID-19 to enable appropriate triage.
* display information at the entrance outlining the requirements of entry – if patient has any symptoms consistent with COVID-19 to wait outside and call reception – DO NOT ENTER.
* provide access to hand-hygiene products – alcohol-based hand sanitiser located at reception desk and hand-washing facilities available.
1. Physical Distancing

Resources used in our plan include:

[Safework Australia COVID-19 Physical Distancing Checklist](https://www.safeworkaustralia.gov.au/sites/default/files/2020-04/COVID-19-Physical-Distancing-Checklist.pdf)

[Keeping your distance poster](https://www.health.gov.au/sites/default/files/documents/2020/03/coronavirus-covid-19-keeping-your-distance.pdf)

[Break the chain poster](https://www.safetyandquality.gov.au/sites/default/files/2020-05/break_the_chain_poster_a3.pdf)

[Simple steps to help stop the spread poster](https://www.health.gov.au/sites/default/files/documents/2020/03/coronavirus-covid-19-print-ads-simple-steps-to-stop-the-spread-coronavirus-covid-19-print-ads-simple-steps-to-stop-the-spread.pdf)

While acknowledging the nature of medical care means maintaining a physical distance of 1.5 m with a patient is not always possible, our practice will put in place physical distancing measure by:

* providing training to all members of the team.
* taping a line on the floor 1.5 m from all people’s chair/desk as a physical indicator
* Placing signs on front doors and in waiting room to inform patients of new arrangements.
* erecting physical Perspex shields at high-interaction areas such as reception desk
* minimising patient congestion in the waiting room by
	+ limiting the number of people on the premises at any one time
	+ having patients wait in their cars or outside until the GP or nurse is ready
	+ spacing chairs in the waiting room
	+ encouraging patients to call ahead to book an appointment rather than walk in.
	+ removal of communal items such as toys, magazines from the waiting room and consult rooms.
1. Infection-control training

Resources used in our plan include:

[Safe work Australia COVID-19 Good Hygiene Checklist](https://www.safeworkaustralia.gov.au/sites/default/files/2020-04/COVID-19-Good-Hygiene-Checklist.pdf)

[Good hygiene practices poster](https://www.health.gov.au/sites/default/files/documents/2020/03/coronavirus-covid-19-good-hygiene-practices-poster-for-businesses.pdf)

[How to hand wash - WHO](https://www.who.int/gpsc/5may/How_To_HandWash_Poster.pdf)

All members of the practice team, including GPs, nurses, and reception and cleaning staff, will undertake infection-control training.

All training will be documented and include:

* completion of Department of Health [COVID-19 infection control training](https://www.health.gov.au/resources/apps-and-tools/covid-19-infection-control-training)
* completion of the Australian Commission on Safety and Quality in Health Care [e-learning modules](https://www.safetyandquality.gov.au/our-work/infection-prevention-and-control/infection-prevention-and-control-elearning-modules) on the principles of infection prevention and control
* review of the RACGP [*Infection prevention and control standards*](https://www.racgp.org.au/running-a-practice/practice-standards/standards-for-other-health-care-settings/infection-prevention-and-control) (5th edition)
* ensure team members are aware of their role when managing a patient presenting with – or exhibiting symptoms suggestive of – COVID-19.
1. Use of personal protective equipment

Resources used in our plan include:

[How to put on PPE (CDC)](https://www.cdc.gov/hai/pdfs/ppe/ppe-sequence.pdf)

Appropriate use of personal protective equipment (PPE) is critical in limiting the spread of COVID-19. All members of the practice team will:

* ensure standard precautions, including hand hygiene, cough etiquette and appropriate waste-management techniques, are maintained
* be trained in donning and doffing PPE
* wear PPE appropriate to the patient presentation and as per advice from the local public health unit
* dispose of all used PPE in accordance with standard precautions.
1. Environmental management and cleaning

Resources used in our plan include:

[Safe Work Australia Covid-19 Cleaning info sheet](https://www.safeworkaustralia.gov.au/sites/default/files/2020-05/COVID-and-Cleaning-info-sheet_26May2020_0.pdf)

[Safe Work Australia Covid-19 Cleaning Checklist](https://www.safeworkaustralia.gov.au/sites/default/files/2020-05/COVID-19_Cleaning-Checklist_26May2020.pdf)

Our practice will regularly clean and disinfect shared spaces, surfaces and communal items. Our practice will:

* minimise the volume of equipment in clinical areas and waiting rooms to reduce the cleaning burden and risk of transmission
* minimise the sharing of clinical and administrative equipment between team members
* adhere to strict environmental cleaning as per the most current advice from the Department of Health’s [Coronavirus (COVID-19) Environmental cleaning and disinfection principles for health and residential care facilities](https://www.health.gov.au/resources/publications/coronavirus-covid-19-environmental-cleaning-and-disinfection-principles-for-health-and-residential-care-facilities) or our local public health unit
* clean and disinfect frequently touched surfaces with detergent and disinfectant wipe/solution between each episode of patient care – using a cleaning detergent followed by a disinfectant, or a two-in-one product with cleaning and disinfecting properties
* require team members who are cleaning an area or equipment possibly exposed to SARS-CoV-2 to wear fresh non-contaminated gloves, a surgical mask, and eye protection
* provide training to all staff members on environmental cleaning requirements
* maintain a cleaning log.
1. Record-keeping

To aid contact tracing in the event a patient, team member, contractor or any visitor to the practice tests positive for COVID-19, our practice will:

* maintain a record of all patient appointments (including recording people accompanying the patient), team member work times, and contractors/visitors to the practice, including entry and exit times
* maintain these records for a minimum of 28 days.
1. Practice team management and limiting interactions in closed spaces

To reduce the risk of COVID-19 transmission between practice team members, we will:

* regularly communicate with all team members regarding the requirement to not attend the practice if they have any symptoms consistent with COVID-19, regardless of how mild, and will encourage testing in line with local public health unit advice
* support any team member who tests positive for COVID-19, or is identified as a close contact or is required to self-isolate – including by making them aware of their leave entitlements )
* encourage physical distancing in common areas (ie tea room), through organisation of furniture, floor markings and signage
* encourage tea breaks/lunchbreaks to be taken outside
* stagger breaks to limit the number of people in common areas
* encourage all team members to provide their own drinking vessels and cutlery
* require all team members to thoroughly clean communal items (eg cutlery) immediately after use by washing with hot water and detergent
1. Responding to a positive case, or close contact, in the practice team

If a member of the practice team tests positive to COVID-19, our practice will:

* contact the local public health unit and follow their advice
* ensure the team member does not return to the practice until they meet the criteria for release from isolation, and as instructed by the local public health unit
* assist the local public health unit in contact tracing by proving records of all patients, team members and visitors who have attended the practice during the period in which the team member was potentially infectious (as defined by the local public health unit).

 RACGP resource [*Responding to a COVID-19 case in the practice team*](https://www.racgp.org.au/clinical-resources/covid-19-resources/infection-control/responding-to-a-covid-19-case-in-the-practice-team)]

Plan review

This plan will be reviewed regularly to ensure it reflects the current processes and procedures of Bray Park Medical Practice, as well as current legislation requirements and public health directives. The plan will be reviewed on an ongoing basis according to recommendations from health authorities and Safe Work Australia.

Public health unit contacts

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| Queensland  | [Find your nearest unit](https://www.health.qld.gov.au/system-governance/contact-us/contact/public-health-units) |

Further resources

RACGP

* [*COVID-19 infection-control principles*](https://www.racgp.org.au/running-a-practice/practice-management/managing-emergencies-and-pandemics/managing-pandemics/covid-19-infection-control-principles)
* [*Keeping your practice COVID safe*](https://www.racgp.org.au/FSDEDEV/media/documents/Clinical%20Resources/Guidelines/Keeping-your-pratice-COVID-safe.pdf)
* [*Managing patients who present with respiratory symptoms*](https://www.racgp.org.au/clinical-resources/covid-19-resources/other-health-issues/managing-patients-with-respiratory-symptoms)
* [*Responding to a COVID-19 case in the practice team*](https://www.racgp.org.au/clinical-resources/covid-19-resources/infection-control/responding-to-a-covid-19-case-in-the-practice-team)
* [How to don personal protective equipment](https://www.racgp.org.au/FSDEDEV/media/documents/Poster-How-to-don-PPE.pdf)
* [How to remove and dispose of personal protective equipment](https://www.racgp.org.au/FSDEDEV/media/documents/Poster-How-to-remove-PPE.pdf)
* [Patient alert poster – Symptoms](https://www.racgp.org.au/getmedia/249b759d-bdce-48f0-89cb-bb283f3cd068/Patient-alert-poster-Coronavirus-A3-v9-Updated-15-April-2020.pdf.aspx)
* [Patient alert poster – Masks](https://www.racgp.org.au/FSDEDEV/media/documents/RACGP/Coronavirus/Patient-alert-Masks-A3.pdf)

Federal Department of Health

* [COVID-19 infection control training](https://www.health.gov.au/resources/apps-and-tools/covid-19-infection-control-training)
* [CDNA national guidelines for public health units](https://www1.health.gov.au/internet/main/publishing.nsf/Content/cdna-song-novel-coronavirus.htm)
* [Coronavirus (COVID-19) environmental cleaning and disinfection principles for health and residential care facilities](https://www.health.gov.au/resources/publications/coronavirus-covid-19-environmental-cleaning-and-disinfection-principles-for-health-and-residential-care-facilities)
* [Coronavirus (COVID-19) guidance on use of personal protective equipment (PPE) in non-inpatient health care settings, during the COVID-19 outbreak](https://www.health.gov.au/resources/publications/coronavirus-covid-19-guidance-on-use-of-personal-protective-equipment-ppe-in-non-inpatient-health-care-settings-during-the-covid-19-outbreak)

Safe Work Australia

* [COVID-19 Information for workplaces](https://www.safeworkaustralia.gov.au/covid-19-information-workplaces)