

Protocols for face-to-face appointments

Managing everyone's safety

1 July 2020



MEDHEALTH

MedHealth is committed to safeguarding our customers, visitors, clients, consultants and team members. These protocols have been developed with this commitment at their heart.

Team members and consultants complete face-to-face appointments which may require them to be within close proximity of clients. These face-to-face appointments can be delivered within a MedHealth office or may be delivered at an alternate location e.g. a client's workplace. This document describes strategies to assist with reducing infection risk to team members whilst completing these assessments.

Team members and consultants delivering face-to-face services are encouraged to complete the MedHealth Academy – Dept of Health COVID-19 Infection Control education module on The Spot. It covers the fundamentals of infection prevention and control for COVID-19.

The following steps should take place prior to the face-to-face appointment:



1. Review

- MedHealth protocols and screening processes (see [Coronavirus Intranet](#) page)
- Whether the assessment can be fully or partially completed via telehealth



2. Screen

- Confirm COVID-19 pre-screening has been completed (either personally or via business support)
- Confirm who will be attending the appointment ensuring that physical distancing can be adhered to (i.e. 1 person per 4m² can be maintained)

In the event that these cannot be confirmed or conditions met, the appointment should not proceed.



3. Prepare

- Ensure any required equipment and the assessment room has been cleaned using alcohol-based wipes
- Minimise items taken into the assessment
- Obtain appropriate personal protective equipment (gloves and mask) if required

The following steps should take place at the time of appointment:



1. Screen

- Confirm COVID-19 pre-screening has been completed (either personally or via business support)
- Confirm physical distancing can be adhered to (i.e. 1 person per 4m² can be maintained)
- Complete screening with any additional persons attending the appointment (e.g. interpreter, support person)

In the event that these cannot be confirmed or conditions met, the appointment should not proceed.



2. Hygiene and physical distancing

- Ensure the client and any other persons attending the appointment sanitise their hands prior to the appointment
- Have a separate pen for the client to use if they are required to complete a consent form or any other documentation
- Maintain 1.5m to 2m distance between individuals as far as practical
- Wherever possible, complete appointment in under two hours
- Use personal protective equipment (gloves / mask) if required (see **personal protective equipment fitting order; how to fit and remove gloves; how to fit and remove a mask**)
- Before and following any equipment use, sanitise equipment and hands (of both assessor and client)
- When undertaking activities closer than 1.5m:
 - Request the client assist with the task if possible (e.g. putting on a blood pressure cuff or heart rate monitor)
 - If not possible, have client look in opposite direction
- Avoid touching face
- If any signs of illness, cancel/cease appointment
- If during the appointment the client is exerting significant effort (due to assessment) and consequently could be potentially expelling saliva/spit, consider the use of a mask by the client
- When entering client homes, consider using gloves and masks, particularly when assessing rooms with significant high touch areas or areas such as bathrooms and kitchens
- If a MedHealth team member is required to enter a small room during a home assessment, the client should remain near the door while the assessment of the room is undertaken, in order to maintain physical distancing requirements

The following steps should take place after the face-to-face appointment:



- Sanitise equipment used and then sanitise hands once completed
- Sanitise any items taken to the appointment (e.g. pen, glasses, mobile phone, clipboard)
- For offsite appointments, sanitise hands prior to entering vehicle
- Wash hands using soap and water for between 20-30 seconds as soon as practical following appointment
- In addition to sanitising equipment, ensure it is included in office cleans. If multiple appointments are completed per week/per day, consider a more frequent cleaning schedule