

Category	Identified Area of Risk	Suggestion of change / Action to reduce risk
Risk to patient	Access to building	<ul style="list-style-type: none"> • Patient advised to wait outside front door • Osteopath to open door to all patients and same at point of exit
	Patient arriving early	<ul style="list-style-type: none"> • Advise patient to arrive on time / not early for their appointment • Update contact details - telephone, should the osteopath need to contact the patient
	Minimising traffic through clinic	<ul style="list-style-type: none"> • Encourage patients not to bring family unless requiring a chaperone / aid • Liaise with other therapists to coordinate treatment start times to prevent crossover
	Appointment running over	<ul style="list-style-type: none"> • Try to run to time, but if not; • Next patient should be waiting outside the building and can be asked to step aside to let previous patient exit
	Emergency treatment definition	<ul style="list-style-type: none"> • Where symptoms would require additional help from NHS / specialist if left untreated • Where the person is a key worker and needs to return to work / stay in work
	Moderate Vulnerable Category Advised to shield Advised to offer Telehealth / Video Consult over face to face treatment	<ul style="list-style-type: none"> • Over 70 (M>F) • Diabetes T2/T1 • Asthma, Bronchitis, Emphysema, COPD • Pregnant with known heart condition • MS, Parkinson's, MND, Cerebral Palsy • Chronic kidney / liver / heart disease • Spleen - splenectomy, sickle cell • Weakened immunity - HIV, Aids, steroid therapy, chemotherapy • Seriously overweight - BMI>40

	Extremely Vulnerable Category Strongly advised to shield Strongly advised to NOT treat face to face	<ul style="list-style-type: none"> Immunocompromised - through familial disease / drug therapy / current cancer treatment e.g. chemotherapy, lung radical radiotherapy, leukaemia, chemo targeting antibody cells, bone marrow/stem cell transplant <6month & taking immunosuppressant, PARP inhibitors. Recent <4month organ transplant Severe heart condition Severe lung condition e.g. COPD, severe asthma, cystic fibrosis
	Payment	<ul style="list-style-type: none"> Encourage payments by card & BACS Store any cash payments away in safe place
Risk to Practitioner	Ensuring patients that arrive for their appointment are not showing signs of Covid-19	<ul style="list-style-type: none"> Screening of patient on booking appointment Pre treatment triage text within 24hours of appointment
	Pre Treatment Triage Assessment Questionnaire	<ul style="list-style-type: none"> Covid 19 Questionnaire to be completed by client upon arrival at the clinic - first attendance since pandemic only. Pen sanitised as routine after use (at the end of treatment) Confirmation of health text as standard prior to every treatment.
	During TTT - PPE	<ul style="list-style-type: none"> Stock of PPE in clinic at all times. Ask patient to arrive wearing their own face covering / mask. Clinic supply sufficient to supply to client if forgets.

	Patient arrives looking / feeling unwell	<ul style="list-style-type: none">• Re screen patient - Cough, Cold, loss of smell, fever, GI symptoms?• Anyone in the house unwell with cough, cold?• If in doubt, send patient home
	How to Triage	<ul style="list-style-type: none">• Initial phone call to book appointment• Gather email address for use in sending pre / post treatment advice / forms and for clinic updates• Determine if appointment needs to be face to face / contact appointment
	Post treatment information - protocol	<ul style="list-style-type: none">• Safety netting - advise patients on what to do if symptoms worsen• Request patients notify you if they start to show symptoms of Covid-19 within 3 days of their treatment• Advise Patients that you will be notifying them if you start to experience symptoms in the next 3 days• Ask the patient if they are comfortable to return for further face to face appointment, if appropriate

Infection control measures	Handwashing / PPE protocol between patients	<p>Practitioner:</p> <ul style="list-style-type: none"> Wash hands on entering and leaving Nimble Clinic Wash hands thoroughly before and after each treatment session Wash hands/sanitise before and after putting on/taking off PPE <p>Patient:</p> <ul style="list-style-type: none"> Patient requested to wash hands /use sanitiser provided on entering and leaving Nimble Clinic <p>Posters</p> <ul style="list-style-type: none"> Clear posters for hand hygiene in bathroom and receptions on 'how to hand wash' / 'how to hand rub' Poster showing how to don / doff PPE in clinic room for practitioner
	Respiratory / Cough Hygiene	<ul style="list-style-type: none"> Cough / sneeze into elbow crook or tissue Dispose of tissue in normal clinic waste using peddle bin
	Use of Creams	<ul style="list-style-type: none"> A wooden spatula is used to extract creams Lids of creams to be kept on Where possible, purchase pump dispensing products
	Equipment cleaning	<ul style="list-style-type: none"> All equipment incl: Couch, chairs, pens, keyboards, tablets, mouse, tuning fork, patella hammer, to be cleaned after use Sourcing of hospital grade cleansing wipes (Clinell) for use on all common area handles, light switches as well as bathrooms and clinic surfaces - couch, pillows, chairs, doorknobs, desk, keyboard, tablet, mouse, pens, phones.

	<p>General</p>	<ul style="list-style-type: none"> • Removal of all non-essential equipment from treatment room • Box individual items to reduce contamination from airborne particles • Wash all clinic linens at 60 degrees, separately from other non work items • Change out of clinic clothes before leaving work, place in cotton bag and take home for cleaning.
	<p>Disposal of clinic waste</p>	<ul style="list-style-type: none"> • Leave untouched for 72 hours / 3 days before disposal in general waste
<p>Managing communication of protocol</p>	<p>Information delivery to patients / prospective patients</p>	<ul style="list-style-type: none"> • Upload infection control measures to website • Keep phones diverted to us for bookings in order to triage AND inform patient of new infection control measures prior to their arrival • Follow up online bookings with triage questionnaire, notify them of new infection control measures while on phone. <p>Social media</p> <ul style="list-style-type: none"> • Email mailing list with link to website page detailing new infection control measures • Upload simplified infection control advertising to FB and Instagram <p>Text</p> <ul style="list-style-type: none"> • Text Message updates for changes to protocol

Managing a Covid-19 scenario	If you (practitioner) starts to show symptoms	<ul style="list-style-type: none"> • Close clinic immediately. • Both practitioners take a PCR test. • If one / both tests are positive - Cancel all appointments for the next 10 days and isolate. • Contact all patients from affected practitioner(s) whom they have been in contact with in the previous 3 days. • If tests are negative - practitioners can return to clinic. • After 10 days isolation, practitioners can return to clinic if they; <i>have no symptoms, test negative on a lateral flow test.</i>
	If you discover that a patient you treated starts to show symptoms within 3 days of treatment	<ul style="list-style-type: none"> • Isolate practitioner immediately • Send practitioner for PCR test • If negative, practitioner can return to clinic under rules set out by Institute of Osteopathy. • Practitioner to take daily lateral flow tests for duration of isolation period. • If positive, see notes above.
	Patient / walk in enters the clinic showing symptoms of Covid-19	<ul style="list-style-type: none"> • Kindly ask them to leave premises • Phone next patient to postpone appointment • Wear PPE to cleanse all surfaces • Ventilate areas accessed by client / potential client • Thoroughly clean all surfaces that the client may have been in contact with