

COVID-19 – Microsuction Wax Removal Procedure

During the COVID-19 pandemic, safety is essential. Many things that were 'normal', are now no longer acceptable and safe. Working practices have therefore been reviewed and altered to reflect current guidelines from the UK's audiology professional bodies to ensure a safe method of practice for both patients and staff.

In the current climate we ask you initially to try removing wax using conventional methods such as olive oil to soften wax. Only contact us if these methods fail.

When you call to make an appointment, the call handler will triage your call to decide on the best course of action, (see COVID 19 – Triage Procedure). Where a face to face appointment is deemed necessary the following will happen:

Prior to Appointment

- You will be emailed a **Microsuction Consent Form** which we ask you to **complete and return within 24 hours**. (If this is not possible you will be asked to complete the form at the start of your appointment). The email will also include the information discussed when you booked the appointment and this Procedure.
- You will receive a **call prior to the appointment** to confirm no COVID symptoms have arisen since booking.
- Between booking and attending your appointment, **please contact us urgently to cancel your appointment** if the answer to any of the following questions changes to **YES**:
 - Do you or anyone in your household or bubble **have coronavirus**?
 - As a **frontline worker**, have you been exposed to COVID-19 while **not wearing adequate PPE**?
 - Do you or anyone in your household or bubble have a **new, continuous cough**?
 - Do you or anyone in your household or bubble have a **high temperature** (37.8 C or over)?
 - Have you or anyone in the household or bubble recently had a **loss of or change to smell or taste**?
- Where possible **walk / travel by** car to your appointment as per Government recommendation. If using public transport, avoid peak times.

At your Appointment - WHICKHAM

- For customer and staff safety, Whickham Pharmacy operate a **closed-door policy**, only allowing one customer in at a time. Therefore:
 - **Attend on time, at your appointment time** – if early, wait outside the Pharmacy.
 - **Attend alone** – unless accompanied by someone from same household. Anyone accompanying you cannot come into the treatment room due to its size, so will have to wait outside of the Pharmacy to allow other Pharmacy customers to enter.
- **Hand sanitizer** will be available – please use it once sat in the waiting area and in the consultation room, before and after treatment. If wearing gloves, still use the hand sanitiser.
- **Do not touch any surfaces** other than your chair.
- **Tissues** will be available and should be used when coughing or sneezing and disposed of in bin provided.
- The **Waiting area** allows for 2m social distancing and will be marked accordingly. Do not move the chair. Your consultation will commence here.
- A further check for **COVID symptoms** will be made and **consent form** discussed, together with an explanation of the **procedure**.
- You will be taken into the consultation room where due to room size and nature of the appointment, 2m cannot be maintained. **PPE will be donned** and you will be shown **how to don your facemask**.
- Your **temperature will be taken** with an infrared temperature scanner.
- The appointment will undertake **essential duties** to correct the problem, thus minimising contact time.
- During treatment, **do not conduct conversation**, unless to alert a problem.
- Once treatment has finished you will **return to the waiting area** where payment will be taken (**card only**, no cash).
- You may **remove your facemask AFTER** payment has been taken and then any **follow up advice** will be discussed. Your facemask can be disposed of in the bin provided or you may wish to keep it.
- Remember to **sanitise your hands** before leaving the Pharmacy.

At your Appointment - CORBRIDGE

- **Attend on time**, at your appointment time – if early, wait in your car or outside the Practice.
- The door **may be locked** upon arrival. If so, please knock and wait until someone lets you in.
- Sit in the **Audiology waiting area** – this is marked to allow for **2m social distancing**. Do not move the chairs.
- **Attend alone** – unless accompanied by someone from same household. Anyone accompanying you cannot come into the consultation room and ideally should wait outside the Practice.
- **Hand sanitizer** will be available – please use it when entering the premises and in the consultation room, before and after treatment. If wearing gloves, still use the hand sanitiser.
- **Do not touch any surfaces** other than your chair and the stair bannister.
- **Tissues** will be available and should be used when coughing or sneezing and disposed of in bin provided.
- In the consultation room (upstairs) please sit in the treatment chair as instructed. Do not move the chair.
- A further check for **COVID symptoms** will be made and **consent form** discussed, together with an explanation of the **procedure**.
- Due to nature of the appointment, where 2m cannot be maintained **PPE will be donned**, and you will be instructed to **don your facemask**.
- Your **temperature will be taken** with an infrared temperature scanner.
- The appointment will undertake **essential duties** to correct the problem, thus minimising contact time.
- During treatment, **do not conduct conversation**, unless to alert a problem.
- Once treatment has finished **payment** will be taken (**card only**, no cash) in the consultation room.
- You may **remove facemask AFTER payment** has been taken and any **follow up advice** will be discussed. Your facemask can be disposed of in the bin provided or you may wish to keep it.
- Remember to **sanitiser your hands** as you leave the building.

For your reassurance:

- Appropriately **certified PPE** as recommended by the UK's audiology professional bodies (AIHHP, BAA, BSHAA, BSA) will be used.
- Throughout the day Lisa will check her **oxygen levels** (some asymptomatic people report very low oxygen levels) and **temperature**, to ensure she is safe to practice.
- **Time is allocated** after each appointment to thoroughly **clean and disinfect** the room, waiting area and all surfaces (including card machine); **do not arrive early** for your appointment as this will hinder the cleaning of the waiting area and you may be asked to wait outside.
- In response to COVID-19 **additional training** has been undertaken including:
 - How to don and doff PPE for non-AGP, Public Health England
 - Hand Hygiene, Public Health England
 - Hand Hygiene, World Health Organisation
 - Infection, Prevention and Control Level 2, Health Education England
 - Respiratory Hygiene/Cough Etiquette in Healthcare Settings, Centres of Disease, Control and Prevention
- Where possible, **2 metres** social distancing will be maintained.
- Attempts will be made to **cluster tasks** that require contact within 2m, and **additional PPE** will be worn.
- Time spent at **close proximity** (less than 2 metres) will be **minimised** where possible and conversation kept to a minimum.