

## COVID-19 – Triage Procedure

**\*\*\* WHERE POSSIBLE – ARRANGE FOR CARE TO BE PROVIDED REMOTELY TO AVOID ‘CLOSE CONTACT’ \*\*\***

<p><b>ASK: Can the need be addressed via:</b></p> <ul style="list-style-type: none"> <li>• Telephone appointment / face time</li> <li>• Postal service</li> <li>• Drop off / collection for repairs</li> </ul> <p><b>This is the <u>preference</u>.</b></p>	<p><b>Face to face appointments:</b></p> <ul style="list-style-type: none"> <li>• Wax Removal</li> <li>• Service Visit (if can't help remotely)</li> <li>• Hearing Check Up (if can't help remotely)</li> <li>• Wax check - <b>£15 fee</b></li> </ul>	<p><b>Appointments currently <u>not</u> available:</b></p> <ul style="list-style-type: none"> <li>• Full Hearing Assessment (<b>take details</b>)</li> <li>• Hearing Health Check (<b>take details</b>)</li> <li>• Hearing Check Up (if all ok with aids, advise to stay at home)</li> </ul>
<p><b>Explain we can ONLY OFFER FACE TO FACE APPOINTMENTS WHERE <u>CLINICALLY NECESSARY AND SAFE TO DO SO</u>. <u>ASK:</u></b></p> <ul style="list-style-type: none"> <li>• Is appointment <b>essential</b> or can it be <b>delayed</b>?</li> <li>• <b>WR Enquiry</b> - Have you <b>used oil/drops</b>? MUST use minimum 3 days before appt. Do you have a <b>perforated eardrum</b>?</li> <li>• Are you <b>shielding</b> (letter from Gov to advise they shield)?</li> <li>• Are you a <b>frontline worker</b>, and if so, have you been exposed to COVID-19 while <b>not wearing adequate PPE</b>?</li> <li>• Do you or anyone in your household or bubble <b>have coronavirus</b>?</li> <li>• Do you or anyone in your household or bubble have a <b>new, continuous cough</b>?</li> <li>• Do you or anyone in your household or bubble have a <b>high temperature</b> (37.8 C or over)?</li> <li>• Have you or anyone in the household or bubble recently had a <b>loss or change of smell or taste</b>?</li> </ul>		
<p>If <b>answer YES</b> to any of the above questions:</p> <ul style="list-style-type: none"> <li>○ advise patient to self-isolate and follow NHS COVID-19 advice. Once recovered, contact us for appointment.</li> <li>○ If they can't cope with their symptoms – refer patient to 111.</li> </ul> <p style="text-align: center;"><b>If there are any concerns regarding safety, do not proceed with booking the appointment</b></p>		
<p><b>If safe to book WHERE</b> - Corbridge or Whickham – if <b>Corbridge</b>, OK with <b>STAIRS</b>?</p>		
<p><b>Advise client of the following procedures, <u>will also be emailed /on website:</u></b></p> <ul style="list-style-type: none"> <li>• If possible, <b>walk/travel by</b> car to appointment - Government recommendation. Public transport – avoid peak times.</li> <li>• <b>Wax removal clients</b> - Where possible, a <b>consent form</b> will be <b>e-mailed</b> - complete and return within 24 hours.</li> <li>• You will receive a <b>call prior to the appointment</b> to confirm no COVID-19 symptoms have arisen.</li> </ul> <p><b>WHICKHAM</b></p> <ul style="list-style-type: none"> <li>• For customer and staff safety, the Pharmacy operate a <b>closed-door policy</b>, only allowing one customer in at a time. Therefore: <ul style="list-style-type: none"> <li>○ <b>Attend on time</b> – if early, wait outside (to allow Pharmacy customers to enter).</li> <li>○ <b>Attend alone</b> – anyone accompanying them should be from same household, cannot come into the treatment room due to its size, so will have to wait outside of the Pharmacy during the treatment.</li> </ul> </li> <li>• <b>Use Hand sanitizer</b> available in waiting area, and in consultation room (if wearing gloves, still use the sanitiser).</li> <li>• <b>Do not touch any surfaces</b> other than your chair.</li> <li>• <b>Tissues</b> are available and should be used when coughing or sneezing and disposed of in bin provided.</li> <li>• Consultation will commence in the <b>Waiting area</b> - this allows for 2m social distancing and will be marked accordingly.</li> <li>• A further check for <b>COVID-19 symptoms, consent form</b> and <b>procedure</b> will be discussed.</li> <li>• Asked to <b>enter Consultation room</b>, sit on <b>black chair</b>. Due to room size and nature of the appointment, 2m cannot be maintained.</li> <li>• <b>PPE</b> will be <b>donned</b>, and you will be instructed to <b>don the facemask</b> provided.</li> <li>• Your <b>temperature</b> will be <b>taken</b> with an infrared temperature scanner.</li> <li>• The appointment will undertake <b>essential duties</b> to correct the problem, (thus minimising contact time).</li> <li>• During treatment, <b>no not conduct conversation</b>, unless to alert a problem.</li> <li>• Once treatment has finished you will be asked to <b>return to the waiting area</b>, where <b>payment</b> will be taken (<b>card only</b>, no cash). <b>Do not remove your facemask</b> until payment has been taken.</li> <li>• Any <b>follow up advice</b> will be discussed.</li> </ul>		

## CORBRIDGE

- The door MAY be locked upon arrival. Please knock and wait until someone opens the door.
  - Sit in **Audiology waiting area** - marked to allow for **2m social distancing**.
  - **Attend on time** – if early, wait in car / outside.
  - **Attend alone** – anyone accompanying them should be from same household, cannot come into the consultation room.
- **Use Hand sanitizer** – Unit on wall to left soon as walk in front door, and in consultation room (*if wearing gloves, still use the 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.
- **Consultation room** - marked accordingly to allow 2m social distancing.
- A further check for **COVID-19 symptoms**, and consent form and procedure discussed.
- Due to nature of the appointment where 2m cannot be maintained, **PPE will be donned**, and you will be instructed to **don the facemask provided**.
- 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, **no not conduct conversation**, unless to alert a problem.
- Once treatment has finished **payment** will be taken (**card only**, no cash). **Do not remove your facemask** until payment has been taken.
- Any **follow up advice** will be discussed.

### 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** as this will hinder the cleaning of the waiting area.
- In response to COVID-19 Lisa has **undertaken additional training** including hand hygiene, how to don and doff PPE, Infection, Prevention and Control.
- Where possible, **2 metres physical distancing will be maintained**.
- Attempts will be made to **cluster tasks** that require contact within 2m, and **additional PPE** will be worn (mask, apron, glove, visor).
- Time spent at less than 2 m distance will be **minimised** where possible and **conversation kept to a minimum**.

\*\*\* In addition to treatment cost, all face to face appointments have a Temporary Peace of Mind Surcharge of £20. \*\*\*

This is towards the increase in costs in providing the service safely (including PPE, additional administration of the service, 15-minute intervals between appointments to allow for disinfecting of surfaces and equipment).

Refer to website for further info.

**Confirm happy to proceed, any questions?**