



TCC COVID-19 PROTOCOL

PATIENT SAFETY POLICY

We understand that you may have many questions and concerns surrounding the Coronavirus. We are closely monitoring the recommendations of the Ohio Department of Health and the CDC.

We want assure you that we are here for our patients and we will continue to evaluate and treat patients on a daily basis.

For the safety of the community, our patients, and our staff, we are asking that patients self-evaluate prior to coming to a scheduled appointment or walking into our clinic. If you are experiencing signs of illness, or have recently traveled to an area affected by the Coronavirus, please let us know when you call in or when you present to the clinic.

Signs to look for:

- fever of 100.4 or higher
- cough
- shortness of breath
- chills
- sweats
- fatigue
- runny nose
- sore throat
- body aches

Patient Protective Measures:

- **Appointment Policy:** Our appointments will now be spaced 15 minutes apart. The extra time in between appointments will allow for our patients to follow social distancing guidelines. This new procedure minimizes traffic flow problems and prevents patients from arriving or departing from the lobby at the same time. Early arrivals may choose to wait in the car until 5 minutes prior to their scheduled appointment time.
- Only the patient is allowed to visit our offices, unless a companion is necessary to assist the patient.
- As soon as the patient enters the building, the front desk person will greet them. The staff member will give the patient a mask (if they do not have a mask with them). Staff



will then direct the patient to an area to get their temperature taken (At the Cherry Street office, this will automatically be done upon entering the building).

- Temperature screenings will be done with a digital, no-touch thermometer. The test will be administered in the TCC lobby, by the front door. These procedures will remain in place until deemed no longer necessary.
- If the patient has a temperature of 100 degrees or higher, he/she will be asked to leave the premises immediately. Patients can reschedule their appointment when they have gone at least 48 hours without fever. (Patients can also return with a physician's note indicating they are symptom-free).
- After patients leave the testing area, staff members wearing gloves will immediately sanitize the chair, the door handles, and any other area that the patient may have touched. The staff member will then dispose of the gloves in the hazardous materials disposal receptacle.

HYGIENE, PPE and PREVENTION

- Before opening for the day, staff will have their temperature taken and/or submit to a Covid-19 antibody test.
- Any staff member who has a temperature of 100 degrees or higher will not be allowed to work. They must have gone 48 hours without a fever in order to return to work.
- There will be mandatory use of hand sanitizer by all staff and patients upon entering the building.
- Medical providers and staff will all wash their hands with antibacterial soap for at least 20 seconds before and after each treatment.
- As we will be following CDC recommendations, all of our staff members in contact with patients will wear disposable masks.
- Masks will be available for any patient receiving services if they do not have one.
- In addition to these everyday steps, all medical providers and staff are required to be extra diligent to ensure associates exhibiting any signs or symptoms of illness (including acute respiratory illness) will remain home. Likewise, if a patient with an upcoming appointment is not feeling well, they will be asked to give the TCC location a call. We will be happy to reschedule the appointment.

CLEANING and DISINFECTING

Based on research, we have developed the following protocols adhering to the CDC's guidelines for cleaning and disinfecting our facilities. We will be using EPA-registered disinfectants that are approved for COVID-19 disinfection.



- After removing the sheets, staff will spray tables and wipe down headrests with a disposable disinfectant and sanitizing cloth (or soap and water).
- Staff will wipe down all high-touch areas including interior doorknobs and light switches with an industrial-grade disinfectant.
- Staff will wipe down the patient's chair and/or clothes' rack with an industrial-grade disinfectant.
- After cleaning and disinfecting the room, staff will remake the bed with new sheets and blankets in preparation for new clients.
- After each use by either a patient or staff member, the restroom will be completely disinfected. An industrial-grade cleaning solution will be used on toilets, sinks, and mirrors. The door knobs, light switches and wall handles will all be sanitized.
- At the end of each day, staff will sweep and mop the floors with an industrial-grade disinfectant. All walls, shelves and displays will be cleaned and disinfected.
- Air filters will be changed regularly according to manufacturer's directions. Air purifiers will be in use and they will be located in common areas.