

**> BE COVID SAFE.  
HELP NSW STAY IN BUSINESS.**

## Your COVID-19 Safety Plan

### General practice and other primary health service providers

#### Business details

Business name	Precision Physio (Concord) Pty Ltd
Business location (town, suburb or postcode)	2137
Completed by	Sandy Hollier
Email address	<a href="mailto:sandy.h@precisionphysio.com.au">sandy.h@precisionphysio.com.au</a>
Effective date	2 August 2021
Date completed	20 October 2021

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#### Wellbeing of staff and patients

**Exclude staff who are unwell from the premises. Communicate regularly with staff to remind everyone that you should not attend work if unwell with respiratory symptoms or fever. Encourage testing of all staff with symptoms in line with advice from NSW Health.**

Any staff, patients, volunteers and visitors who are unwell will not be allowed on the premises.

Signage on front door and reception indicating if you are unwell please do not attend the practice. Staff educated, as part of infection control policy (all staff to sign policy), that anyone exhibiting symptoms of covid-19 are asked to leave the centre. All patients, support persons & staff will be asked on arrival at the centre if they have: 1.

sanitised their hands, 2.if they have been unwell or are displaying any symptoms 3. have they registered via the Service NSW app. Clinic Managers/Service Delivery Coordinator to enforce that any staff or visitors who exhibiting symptoms of covid-19 are not to attend come into the centre. Testing when displaying symptoms is required and self isolate until they comply with NSW Health recommendations.

**Make staff aware of their leave entitlements if they are sick or required to self-isolate.**

Staff informed via email of their leave entitlements if sick or if they are required to selfisolate.

If sick they can use their personal leave. If forced to self-isolate, this is not deemed to be personal leave as per Fair Work Australia. The employee will be either able to use annual leave or unpaid leave if annual leave unavailable.

**Request that patients call ahead if they have symptoms of COVID-19.**

Patients requested to call ahead if they have any symptoms of Covid-19 or are unwell.

**Have a management plan in place for patients (and carers/family members of patients) presenting with COVID-19 symptoms, including appropriate separation from other patients and requirement to wear a mask. It is important that all patients presenting with relevant symptoms undergo a COVID-19 test to help with the early detection of cases.**

Management Plan for patients/carers/ family members presenting Covid-19 symptoms - any one showing symptoms is asked to leave the centre. All staff, patients & visitors to wear a mask, sanitise hands and register via Service NSW app when in the centre. Patients can only remove their mask when indicted by the treating clinician to allow for appropriate treatment.

**Display conditions of entry (website, social media, venue entry).**

Signage at entry and reception. Website has a link for our Covid Safety plan.

**Encourage staff to access COVID-19 vaccination.**

As we are a Healthcare provider all staff are mandated by the NSW Health and the NSW Government to get the Covid-19 vaccination.

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## **Physical distancing**

**Where reasonably practical, ensure staff and patients maintain 1.5 metres physical distancing at all times. Where possible, assign staff to specific workstations. If staff are not able to physically distance, or work in a role with significant patient interaction, they should follow mask advice while in the workplace, except when working alone. If there is active community transmission, general practitioners should wear a mask for all clinical encounters and general practices should refer to NSW Health guidance that may require mask wearing by general practice staff.**

Facility measured. Capacity calculated for each space as per density rules. Capacity signs displayed. Random spot checks conducted to ensure all staff and visitors are complying with the 1.5m physical distancing. Spot checks are recorded on the infection control checklist. Where possible staff maintain 1.5m distancing. All staff, patients & visitors to wear a mask when in the centre. Patients can only remove their mask when indicated by the treating clinician to allow for appropriate treatment

**Reduce crowding wherever possible and promote physical distancing, for example by appropriate spacing of chairs or using markers on the floor, where appropriate.**

Equipment and chairs are spaced to ensure the physical distancing of 1.5m between people is achieved

**Consider ways to minimise congestion in the waiting room, for example by moving or removing seats and furniture, having patients wait elsewhere if possible, staggering bookings and limiting walk-in patients.**

Chairs are spaced to ensure the physical distancing of 1.5m between people is achieved. Patients are all booked to minimise congestion. Only the patient being treated is to enter the centre. A child may have one parent/guardian attend with them. One carer can attend with a patient. Walk-in clients are only treated if there is an available treatment time otherwise they can book at return at the booking time

**Consider physical barriers such as plexiglass around counters with high volume interactions with patients.**

Plexiglass installed at Concierge to ensure staff safety

### **Encourage telehealth appointments where practical.**

Telehealth appointments encouraged where practical.

### **Use telephone or video for essential staff meetings where practical.**

For staff meetings use telephone or video platforms where practical and ensure that participants are in separate areas where possible.

Meetings to comply with density limits and comply with 1.5m physical distancing.

### **Where reasonably practical, stagger start times and breaks for staff members and encourage breaks to be taken outside. Ensure physical distancing is maintained in common areas, such as break rooms or meeting rooms. Surgical masks should be worn where physical distancing cannot be maintained.**

Facility measured to ensure that common areas maintain 1.5m distancing and density rule. Breaks are encouraged to be taken outside. Masks are worn if physical distancing cannot be maintained.

### **Review regular deliveries and request contactless delivery and invoicing where practical.**

Request contactless delivery and invoicing where practical.

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## **Hygiene and cleaning**

### **Adopt and support good hand hygiene practices.**

Good hand hygiene signage throughout centre. All staff and visitors are required to hand wash or sanitise on entry to premises. Therapists to wash or sanitise hands between every patient.

### **Ensure bathrooms are well stocked with hand soap and paper towels or hand dryers.**

Bathrooms well stocked with hand soap and paper towel and a hand dryer is also available.

Visual aids are above wash basins to support effective hand washing

**Have hand sanitiser at key points in the practice, such as entrances and exits, patient rooms and waiting areas.**

Hand sanitiser available at entry and throughout the centre.  
Patients, staff and visitors are requested to sanitise on entry.

**Ensure staff wear PPE appropriate to the patient presentation and in line with the most recent advice from NSW Health. Ensure staff complete relevant PPE and infection prevention and control training. There are resources available from the Department of Health, the Australian Commission on Safety and Quality in Health Care, and the RACGP.**

Staff review and sign the company infection control policy.  
Signage at reception, bathrooms, kitchen & throughout the centre. All staff, patients & visitors to wear masks in the centre. Patients can only remove their mask when indicated by the treating clinician to allow for appropriate treatment.  
Protective plexiglass safety barrier installed at reception.  
Staff are required to wear masks at all times, sanitise their hands between patients and sanitise all equipment between patients.

**In indoor areas, increase natural ventilation by opening windows and doors where possible, and increase mechanical ventilation where possible by optimising air conditioning or other system settings (such as by maximising the intake of outside air and reducing or avoiding recirculation of air).**

Outside doors are open when practical to allow natural ventilation. Air conditioning uses outside air when possible.

**Clean frequently used indoor hard surface areas at least daily with detergent and disinfectant. Clean frequently touched areas and surfaces several times per day.**

All hard surfaces are cleaned daily with disinfectant and recorded on the infection control list. All exercise equipment is cleaned with disinfectant immediately after use by either the patient or the therapist. The beds and pillows are cleaned after use by the therapist /concierge with disinfectant and sanitised labels are placed on the bed after cleaning.

**Maintain disinfectant solutions at an appropriate strength and use in accordance with the manufacturers' instructions.**

Disinfectant solutions labelled on bottles to make it easy for staff to make appropriate strength in accordance with the manufacturers' instructions.

**Staff should wash hands with soap and water before and after cleaning.**

Gloves provided in the cleaning caddy to wear whilst cleaning.

Staff wash their hands with soap and water before and after cleaning.

**Encourage contactless payment options.**

Clients trained to use eftpos/hicaps machine for contactless payment. Clients are not required to sign any payment dockets.

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## **Record keeping**

**Keep a record of the name, contact number and entry time for all staff, patients (including all people who accompany a patient to an appointment) and contractors for a period of at least 28 days. Contact details should be collected using a contactless electronic method such as the NSW Government a QR Code system or similar. Ensure it is possible to distinguish between in-person and telehealth appointments.**

Note: A person entering any health or medical facility, other than a pharmacy, as a patient, is not required to provide contact details under the *Public Health (COVID-19 Gathering Restrictions) Order (No 2) 2021*.

All patients must book into or electronic booking system and medical records are maintained. All patients, visitors and staff are to register via Service NSW QR code or Customer Record Keeping. Telehealth appointments clearly marked as Telehealth.

**Processes should be in place to ensure that people provide the required contact information, such as by checking phones for the green tick to confirm they have checked in (keeping 1.5m physical distance between staff and patrons). QR codes should be clearly visible and accessible including at entrances to the premises.**

All patients, visitors and staff are to register via Service NSW QR code or Customer Record Keeping. Every staff, patient and visitor is checked to see if they have the green tick to confirm they are checked in. QR code is clearly visible and accessible at

the entrance to the Centre.

**If a person is unable to provide contact details, for example due to age or language barriers, another person may provide contact details on their behalf. If it is not possible for check-in to occur, keep a record of the name, contact number and entry time for all staff, customers and contractors for a period of at least 28 days. These records must be provided in an electronic format such as a spreadsheet as soon as possible, but within 4 hours, upon request from an authorised officer.**

If there is any language barrier we will check-in another persons details for contact tracing purposes. If we are unable to use the Service NSW app or Customer Record Keeping for any reason we will keep a record of all staff, patients and visitors for a period of 28 days. They will be available with 4 hours in an Electronic format upon an authorised request.

**General practices and other primary health service providers should consider registering their business through [nsw.gov.au](https://nsw.gov.au)**

The Covid Safety Plan is registered through [nsw.gov.au](https://nsw.gov.au)

**Cooperate with NSW Health if contacted in relation to a positive case of COVID-19 at your workplace, and notify SafeWork NSW on 13 10 50.**

Report any Covid-19 positive case to SafeWork NSW on 13 10 50. Cooperate with NSW Health in relation to any positive case. Sandy Hollier will be the contact person 0411 048 223.

**I agree to keep a copy of this COVID-19 Safety Plan at the business premises**

Yes