

CENTRE FOR VEIN CARE is committed to safely serve our patients as we navigate through these unprecedented times due to the **COVID-19 pandemic**. Please familiarize yourself with our **COVID-19 Patient Policy** which outlines the steps we have taken to ensure the safest environment possible. We look forward to delivering your vein care needs. Your safety will remain our #1 priority!

CENTRE FOR VEIN CARE COVID-19 PATIENT POLICY

Our consultations and elective procedures at CENTRE FOR VEIN CARE are being performed on **healthy individuals only**. Out of an abundance of caution we follow the **COVID-19 Screening Questionnaire** to all patients; at the time of appointment booking; 48 to 72 hours prior to the appointment day; and on the day of appointment, upon arrival to the facility. While it is understood that the majority of patients excluded via the COVID-19 Screening Questionnaire will not be COVID-19 positive, the benefit will be a significant reduction in the risk of having an undiagnosed, asymptomatic COVID-19 positive patient, attend the facility.

I. COVID-19 SCREENING QUESTIONNAIRE

Do you currently have any of the **following symptoms**?

- Fever > 38 Degrees C
- New onset of cough or worsening chronic cough
- Shortness of breath or difficulty breathing
- Sore throat
- Difficulty swallowing
- Decrease or loss of sense of taste or smell
- Chills
- Headaches
- Unexplained fatigue/malaise/muscle aches (myalgias)
- Nausea/vomiting, diarrhea, abdominal pain
- Pink eye (conjunctivitis)

Have you failed to use social distancing in the last two weeks?

Have you come into contact with anyone that has any of the above symptoms in the last two weeks?

Have you come into contact with anyone suspected of having COVID-19 or with anyone diagnosed with COVID-19 in the last 2 weeks?

Have you traveled out of Ontario or have come in contact with anyone that has traveled out of Ontario in the last two weeks?

If a patient responds **“YES”** to one or more of the above questions, our staff has been instructed to **NOT BOOK THE APPOINTMENT**. Patient should be referred to their **Family Physician**, or to a **COVID-19 Screening Clinic**, as per the most recent Provincial Health Care Service directives. Inform physician in charge of actions taken.

II. DOCUMENTATION OF COVID-19 SCREENING STATUS

If a patient responds “**NO**” to all questions, the **appointment may be scheduled** and documentation in the patient’s chart will indicate that the patient has passed initial COVID-19 Screening Questionnaire

Repeat COVID-19 Screening must be completed **within 48 to 72 hours** prior to the patient’s appointment, and if the patient responds “**NO**” to all questions, the **appointment is confirmed**. Documentation in the patient’s chart will indicate that the patient has passed the 48 hours COVID-19 Screening Questionnaire

If a patient responds “**YES**” to one or more of the COVID-19 Screening Questions, the appointment will be **CANCELLED**. Patient will be referred to their **Family Physician**, or to a **COVID-19 Screening Clinic**, as per Provincial Health Care Service directives. The physician in charge will be informed of actions taken.

III. PATIENTS SHOULD BE INFORMED OF THE NEED FOR AND UTILITY OF COVID-19 SCREENING

The screening questionnaire is available to CENTRE FOR VEIN CARE patients through the following avenues:

- Notes placed on all external doors/entrances to the facility
- Website
- “On hold” telephone messaging
- Footer of e-mails
- “Out of office” e-mail replay

In an attempt to **minimize the time a patient spends in the facility** and **limit their contact with other individuals**, the following steps have been taken in precaution:

- Appointments are **judiciously spaced** and the **time required for each patient has been overestimated**, with the goal of **eliminating patient wait time**. By doing so, the patient waiting area is reduced significantly
- Appointment **arrival times for different providers** has been **offset**
- Attempts are made to have patients **complete all required documentation prior to their visit**, such as demographics, medical history and procedure consent forms

IV. ESSENTIAL VISITORS

In order to reduce the risk of COVID-19 transmission, visitors should be limited to those who are essential. This determination will be based on the COVID-19 data in our local community. Considerations of which **visitors are considered essential** should include: visitors who **require physical assistance** (e.g., who need to be driven home following a procedure), and individuals **providing essential support** to a patient. Essential visitors will be **actively screened** prior to entering our facility, and the protocol established for patients will be followed as above.

V. PROTOCOL UPON ARRIVAL

- **Upon arrival** to CENTRE FOR VEIN CARE, patients are instructed to **wait in their car**, or outside observing physical distancing, **until their appointment time**.
- When the provider is available to take them **directly to the treatment room**, the patient is **called or texted**.
- Patients are instructed to **immediately utilize the hand sanitizer** provided at the entrance, and **put on one of the masks** provided at the foyer. Due to the scarcity of Personal Protective Equipment, patients are **encouraged to provide their own masks** when possible. Personal cloth masks are also acceptable.

VI. TEMPERATURE MEASUREMENT

- Upon arrival **all patients have their temperature measured** with a touch free device
- Temperature is documented in patient chart
- If the temperature is elevated, our clinic policy is followed

VII. WAITING ROOM GUIDELINES

Our objective is to keep patients **physically separated** from each other and staff.

- The **seating design in our waiting room has been re-arranged** to optimize physical distancing of minimum 6 feet if needed and unnecessary seating has been removed

VIII. COMMUNICATION AMONG STAFF AND PATIENTS

- **Physical distancing is maximized** as much as possible, minimum 6 feet
- **Physical contact is limited** – i.e. no handshakes

IXI. COMPLETION OF PATIENT VISIT

- Follow-up appointment times and financial information is communicated to the client care staff prior to bringing the patient to the reception area, thus **decreasing patient time spent in office common areas** and with non-treating staff
- Following patient encounters, the names of all staff involved in the visit are recorded in the patient's chart
- Patients are **accompanied by a staff member** at all times while in the facility with the exception of when a patient needs to change clothing for medical treatment, ensuring contact with extraneous staff and patients is kept to a minimum