



## SAFETY PROTOCOL - SUMMER 2020 WHC

### **Standard Precaution**

Standard precautions are a set of infection control practices used to prevent transmission of diseases that can be acquired by contact with blood, body fluids, non-intact skin, and mucous membranes. These infection prevention measures apply to all patients, and are to be used when providing care regardless of their diagnosis or presumed infection status.

### **Physical Distancing**

1. All persons present at WHC must maintain at least 6 feet (2 meters) away from each other, as recommended by the CDC and State of Nevada.
2. Hand shaking or hugging is not permitted.
3. Gathering in groups in the lobby or hallways is prohibited.
4. Maintain a safe distance between each other when sitting in your work station.
5. Community outreach events will be postponed until COVID-19 no longer poses a public health threat.

### **Limited Access to WHC Building**

Until COVID-19 no longer poses a public health threat, only clinic staff, interns, observers, and supervisors on schedule, scheduled patients, and Wongu University staff will be permitted to enter the Wongu University building.

### **Closure of the WHC Lobby**

Until COVID-19 no longer poses a public health threat, patients will not be permitted to wait in the WHC lobby prior to their appointment.

- Patients will be instructed to wait inside their car upon arrival.
- All non-patients should wait in the car during the appointment.
- All patients prescribed with raw herbal medicine will have to return on the scheduled pick-up window. Waiting at the lobby to receive the herbal prescription after an appointment will not be permitted.
- All WUOM students that need to speak with the Academic & Clinic Dean will need an appointment. Virtual meetings are recommended.

### **COVID-19 Risk Acknowledgement**

Clinic staff and interns must sign the COVID-19 Risk Acknowledgement Waiver on the first day before returning to work at the Wongu Health Center..

1. The [COVID-19 Risk Acknowledgement](#) for clinic supervisors and interns
2. The COVID-19 Risk Acknowledgement for clinic staff and student workers
3. The [COVID-19 Risk Acknowledgement](#) for visitors and companions

### **Engineering Controls**

WHC installed or enhanced the following engineering controls to reduce exposures and shield clinic staff & interns from possibly infected individuals.

1. Handwashing stations ensured to be adequately stocked with antibacterial soap and paper towels.
2. Increased hand sanitizer dispensers installed in accessible areas.
3. Sneeze guards installed at the WHC front desk.
4. Increased ventilation rates and outdoor air rates
  - HVAC regular maintenance
  - High efficiency air filters
  - Air purifiers in shared spaces

### **Work Stations**

Clinic interns and staff, including supervisors will each be assigned individual workstations that are spaced within safe distances.

1. Clinic Interns
  - There will be a maximum of one clinic section with four clinic interns per lounge, per clinic shift.
    - Intern lounge
    - Meditation room - converted into a temporary intern lounge
  - Each clinic intern will be assigned one desk.
  - Interns must disinfect their desks before and after eating.
  - To avoid contamination, personal belongings may not be placed on table tops or chairs.
  - Locker rentals will be temporarily discontinued. All lockers will be used to store belongings of clinic interns on duty and will be cleared at the end of the day.
2. Clinic Supervisors
  - Clinic supervisors will be assigned their own desk.
  - There will be only one supervisor in each lounge as only one clinic section will be allowed for each lounge.
  - Supervisors must disinfect their desks before and after eating.
3. Clinic Staff
  - All clinic staff will each be assigned their own workstation.

### **Stay Home When Sick**

1. Clinic staff & interns must check for any signs of illness before reporting to work each day and notify their supervisor if they become ill.
2. WHC interns should notify the WHC front desk at least 30 mins prior to the start of clinic shift if they are not feeling well.
3. Clinic staff or interns that develop symptoms (fever, cough, or shortness of breath) at work should immediately be separated and sent home.
4. Individuals experiencing symptoms of COVID-19 will not be permitted to physically return to work until cleared by a medical provider.

### **Clinic Observation & Herbal Dispensary Students**

Clinic Observers (CP301 - 303) and Herbal Dispensary (CP305) students will be at the WHC only on their scheduled shift.

1. Clinic Observers
  - CP301 - 303 students will be with the supervisor at all times.
  - CP301 - 303 students will perform any tasks as assigned by the clinic supervisor only.
2. Herbal Dispensary Students
  - CP305 students will be in the herbal dispensary at all times.
  - CP305 students will only perform any tasks as assigned by the clinic supervisor or HD manager only.

### **Staff/Student Pre-Screening**

All clinic interns & staff, including supervisors must complete and submit a Staff/Student Screening Questionnaire before reporting back to work.

1. [Staff/Student Pre-Screening Questionnaire](#)
  - Do you have a new cough that you cannot attribute to another health condition?
  - Do you have new shortness of breath that you cannot attribute to another health condition?
  - Do you have any two of the following symptoms: Fever (100.4°F or higher), chills, repeated shaking with chills, muscle pain, headache, sore throat, or new loss of taste or smell?
  - Have you come into close contact (within 6 feet) with someone who has a laboratory-confirmed COVID-19 diagnosis in the past 14 days?
2. If the clinic intern or staff responds “Yes” to any of the above
  - The clinic intern or staff will be required to present a medical clearance from their Primary Care Provider before returning to work.

### **Visitor Pre-Screening**

All visitors or companions must complete and submit a [Visitor Pre-Screening Questionnaire](#) before entering the WHC facility.

### **Temperature Screening**

1. All persons coming in the WHC facility must stand on the designated floor marking outside the WHC entrance, receive a temperature screening and answer COVID-19 screening questions before entering.
2. Persons with a temperature of 100.4F and above will not be permitted entry into the WHC facility and will be advised to see their Primary Care Physician.
3. Clinic staff and intern temperature results over 100.4F will be documented confidentially in the WHC Staff/Student Illness Log
4. Hand hygiene must be performed after using the thermometer.

## Personal Protective Equipment (PPE)

### Mask

- All persons, including clinic staff, interns, and supervisors must wear a mask at all times in the WHC facility.
- Patients will be instructed to put on a cloth face covering or mask, regardless of symptoms, before entering the WHC facility.
- Patients who enter the facility without a cloth face covering or mask will be given a mask by the front desk staff.
- All clinic interns & staff that provide direct patient care must remove their street mask and wear a medical mask at the beginning of their shifts.
- Hand hygiene must be performed before touching the face mask.
- The mask must cover both the mouth and the nose.
- Medical mask
  - The medical mask must be worn with the colored (blue) side facing out, white side facing in.
    - Colored side is waterproof
    - White side is absorbent
  - A medical mask can be used for an entire day in the WHC. The CDC has allowed for extended use of a disposable surgical face mask under the following conditions:
    - The mask must be removed and discarded if soiled or damaged.
    - The mask must not be touched while worn. If the face mask is touched, immediate hand hygiene is performed.
    - If the mask is to be stored, the mask is folded with the outer surface (colored side) folded inward (to reduce contact of outer surface), and the mask can be placed inside a clean paper bag labeled with the user's name.
    - To don a mask, the practitioner performs hand hygiene, visually inspects the mask for soil or defect, then applies the mask, taking care to not touch the inner surface
    - To doff a mask, first, hand hygiene is performed. The mask is removed, taking care not to touch the inside of the mask. The mask is stored or discarded, and hand hygiene is repeated.
- Fabric mask/cloth face covering
  - Fabric masks may be worn by patients.
  - Fabric masks may be worn by clinic staff that do not perform direct patient care.
  - Fabric masks must be washed every day.
- N95 mask
  - N95 masks should be used only during sterile procedures, exposure to high velocity splash or spray, or during aerosolizing procedures.
  - As suspected or confirmed cases of COVID-19 will not be treated in the WHC, the use of N95 masks during treatment at the WHC is not recommended and should be reserved for health care providers in biomedical facilities.

### Bouffant Cap

- Hand hygiene must be performed before wearing a bouffant cap.
- The use of a bouffant cap is recommended for all clinic interns or supervisors on duty at the WHC.
- All clinic interns, CP305 students, and HD staff working at the Herbal Dispensary must wear a bouffant cap when preparing raw herbal prescriptions.
- Bouffant caps may be worn for a whole day.
- Bouffant cap must be removed at the end of the clinic shift.
- Strictly no reusing of bouffant caps allowed. Bouffant cap must be disposed of after every use.

### Protective Glasses or Face Shield

- All clinic personnel that work directly with or have face-to-face contact with patients must wear protective glasses or face shields.
- Protective glasses or face shields must be worn at all times during patient encounters.
- No sharing of protective glasses or face shield with other people.
- Hand hygiene must be performed before and after wearing protective glasses or face shields.
- Inspect the protective glasses or face shields for weaknesses, cracks, or other imperfections (such as the attachment points of the visor to the headgear) which are out of perfect order. Replace defective equipment before proceeding.
- Do not place protective glasses or face shields on workstations or any surface that may be contaminated by the protective glasses or face shields.
- The protective glasses or face shield must be placed inside a clean bag labeled with the user's name when not in use.
- All protective glasses or face shields will be stored in the intern lounge.
- Taking the protective glasses or face shield outside the WHC facility is not permitted.
- Protective glasses or face shields are reusable after proper disinfection.
- To disinfect protective glasses or face shield:
  - Perform hand hygiene and don protective gloves.
  - Disinfect the front (patient-facing) side of protective glasses/shield with EPA-approved disinfectant, non-bleach wipe. Allow the surface to remain wet for contact time indicated on the label of the EPA-approved disinfectant.
  - Turn shield over, wipe the inside of protective glasses/shield and other areas, (e.g. strap or ear loops) with disinfectant wipe, avoid foam area. Allow the surface to remain wet for contact time indicated on the label of the EPA-approved disinfectant.
  - If the protective glasses/shield is streaked or has a cloudy film, clean the mask with soft, damp (with water) cloth or use an alcohol pad.
  - Allow to air dry.
- Never disinfect protective glasses/face shield while wearing them.
- If the protective glasses/shield appears damaged or torn, discard and obtain a replacement.

### Lab Coat

- All clinic interns & supervisors must always wear their lab coats inside the WHC facility.
- Hand hygiene must be performed before donning the lab coat.
- The lab coat must be removed before eating in designated eating areas.
- Do not hang a used lab coat on the back rest of your chair.
- All lab coats must be brought home and laundered after every use.
- Leaving lab coats in the intern lounge closet will not be permitted until further notice.

### Gloves

- Hand hygiene must be performed before donning gloves.
- Inspect gloves for holes, rips, or tears before putting them on.
- Non-sterile medical gloves
  - Best practice is to wear non-sterile medical gloves for all procedures involving direct contact with patients.
  - Non-sterile medical gloves must be worn whenever there is a possibility of contact with body fluids.
  - Only non-latex non-sterile medical gloves may be worn when providing care for patients with latex allergies.
  - Non-sterile medical gloves must be worn to remove used disposable pillow cases, treatment table paper, clean field paper after the patient treatment.
  - Non-sterile medical gloves must be worn for all tasks in the cleaning process after every patient, including disinfecting and handling trash.
  - If gloves are torn during treatment, remove, discard, perform hand hygiene, and reglove with fresh gloves.
  - Remove and discard gloves after every patient encounter, before leaving the treatment room.
- Disposable non-medical gloves
  - Disposable non-medical gloves must be worn when compounding herbal prescriptions.
  - Disposable non-medical gloves must be changed and disposed of after each preparation of herbal prescription.
  - Disposable non-medical gloves must be worn when providing HD curbside service and must be changed and disposed of after each patient transaction.
- Reusable non-medical gloves
  - Wear reusable non-medical gloves when performing cleaning tasks such as washing & disinfecting cups and gua sha tools.
  - Reusable non-medical gloves are stored in the laundry room.
- To doff gloves, use one gloved hand to grab the palm of the other glove and peel it off.
  - Hold the glove you just removed in your gloved hand.
  - Peel off the second glove by putting your fingers inside the glove at the top of your wrist.
  - Turn the second glove inside out while pulling it away from your body, leaving the first glove inside the second.
- Dispose gloves properly in designated trash bins.
- Immediately perform hand hygiene after discarding gloves.

PPE Sequence

DONNING PPE	DOFFING PPE
<p style="text-align: center;"><b>At the Beginning of the Shift</b></p> <ul style="list-style-type: none"> <li>● Perform hand hygiene</li> <li>● Remove street mask</li> <li>● Perform hand hygiene</li> <li>● Wear lab coat</li> <li>● Wear bouffant cap (recommended)</li> <li>● Wear medical mask</li> <li>● Wear face shield / protective glasses</li> </ul>	<p style="text-align: center;"><b>Inside the Treatment Room</b></p> <ul style="list-style-type: none"> <li>● Remove gloves</li> <li>● Perform hand hygiene</li> </ul>
<p style="text-align: center;"><b>Inside the Treatment Room</b></p> <ul style="list-style-type: none"> <li>● Perform hand hygiene</li> <li>● Wear gloves</li> </ul>	<p style="text-align: center;"><b>At the End of the Shift</b></p> <ul style="list-style-type: none"> <li>● Remove &amp; disinfect face shield / glasses</li> <li>● Remove bouffant cap</li> <li>● Remove lab coat</li> <li>● Remove medical mask</li> <li>● Perform hand hygiene</li> </ul>

Safe Work Practices when wearing PPE

- When donning PPE, perform hand hygiene before touching the PPE.
- When doffing PPE, perform hand hygiene between steps if hands become contaminated and immediately after removing all PPE.
- Immediately dispose of PPE after removing them.
- Keep gloved hands away from the face.
- Avoid touching other PPE, while wearing gloves.
- Limit surfaces touched when wearing PPE. Do not touch surfaces with gloved hands that you will touch with bare hands.
- Avoid handling personal mobile phones while wearing gloves. Consider storing the phone in a resealable bag at the beginning of shift to avoid getting it contaminated.
- Change gloves when torn.
- Keep a change of clothes/scrubs on hand in case your clinic clothes get contaminated on the shift.
- Before leaving WHC, change out of clinic clothes if possible.

## Hand Hygiene

Hand hygiene remains the single most effective method of reducing the risk of the transmission of disease.

1. All persons entering the WHC must carry out hand hygiene upon entry to the WHC facility.
2. Clinic staff or interns must instruct the patient to wash their hands upon entering the treatment room.
3. All clinic interns and supervisors should always perform hand hygiene:
  - Upon entering the WHC facility
  - At the beginning and end of the shift
  - Upon entering and before leaving the treatment room
  - Before putting on and after removing personal protective equipment (PPE)
  - Before and after direct contact with the patient
  - Before setting up the clean field
  - Before handling disposable linen, including gowns, drapes, pillow cases, face cradle paper and clean field paper
  - After performing all tasks in the cleaning process, including disinfecting and handling trash
  - When hands are visibly dirty
  - After contact with own face or face mask
  - After coughing or sneezing
  - Before and after eating
  - After using the restroom
  - Other times throughout the day to limit possible spread of germs
4. To perform correct hand washing, wash hands for at least 20 seconds, with antibacterial soap and clean running water.
5. When it is impractical or not possible to wash hands with soap and water, an alcohol-based hand sanitizer may be used.
6. Do not use alcohol-based hand products to wash hands after exposure of non-intact skin to blood or body fluids; in such cases, wash hands with soap and running water, then dry them using single-use paper towels.



### **Personal Hygiene & Clinic Attire**

1. Clinic staff & interns should present a clean and neat appearance.
2. Long hair must be kept away from the face, and tied back so that it does not hang over the patient's face or the clean field. Wearing a bouffant cap is recommended for clinic interns with long hair.
3. Beards and mustaches must be covered by a facemask.
4. Fingernails must be clean and short (no longer than the fingertips) and smooth so as not to compromise the integrity of the gloves.
5. Nail polish must be maintained so that it does not show cracks or chips. The wearing of nail polish is not recommended for clinic staff or interns involved with direct patient care.
6. The wearing of jewelry is not recommended. Do not wear hand jewelry if it makes donning gloves more difficult or compromises the fit and integrity of the glove.
7. All clinic staff, and interns should wear clean clothes into the clinic.
8. Observe proper clinic attire. Scrubs are preferred.
9. Skirts are not allowed. Wear long pants that cover the entire leg.
10. Avoid clothing accessories such as ties and scarves.
11. Wear shoes with fully closed tops/heels. Tennis shoes are not allowed. Healthcare shoes are preferred.
12. Clinic clothing should be immediately removed upon returning home from the WHC, and laundered.

### **Respiratory Hygiene & Cough Etiquette**

1. Cover your mouth when coughing or sneezing with disposable tissues.
2. Immediately dispose of used tissues properly.
3. Perform hand hygiene after contact with respiratory secretions (eg. after coughing or sneezing).
4. Use of water fountains will be discontinued until further notice. Please use the water dispenser found in the Herbal Dispensary.

### **Restroom Hygiene**

1. Strictly only one person in the restroom at a time. Wait for your turn if restrooms are occupied.
2. Dispose used paper towels in proper trash bins.
3. Perform hand hygiene after using the restroom.



## PATIENT APPOINTMENT - NEW PROTOCOLS & PROCEDURES

### Scheduling Appointments

1. In response to COVID-19, Wongu Health Center will offer appointments at these new appointment windows. Each appointment will be followed by a 30 minute interval to facilitate appropriate cleaning and disinfection time.

<b>Appointment Window</b> (1 hour)	<b>Cleaning Time</b> (30 minutes)
8:30 AM - 9:30 AM	9:30 - 10:00 AM
10:00 AM - 11:00 AM	11:00 - 11:30 AM
1:00 PM - 2:00 PM	2:00 - 2:30 PM
2:30 - 3:30 PM	3:30 - 4:00 PM
*Appointment window is based on time needed for returning patients.	

2. Patient appointments will be spaced out and staggered. Clinic interns will see a maximum of 2 patients per shift.
3. Walk-in appointments are strictly not permitted.
4. Scheduling appointments via telephone call is preferred. Patients who are in the WHC facility for an appointment are encouraged to book follow-up treatments via telephone call.
5. New patients may only book via telephone call.
6. Upon scheduling an appointment, patients will be notified that they will have to sign the COVID-19 Risk Informed Consent prior to their scheduled appointment.
7. Patients will be instructed to read the document on “What to Expect on your Appointment”. ([LINK](#))

### COVID-19 Risk Informed Consent

All patients of Wongu Health Center, including those who were previously seen at the WHC, must sign the COVID-19 Risk Informed Consent before proceeding with their appointment. ([LINK](#))

### **Patient Instruction Prior to Appointment**

1. Patients will be instructed to monitor themselves for symptoms of acute respiratory illness prior to the appointment.
  - Using automated communications, remind patients about reporting symptoms.
  - Notify the patient that if they are experiencing symptoms related to COVID-19, they will need to reschedule their appointment and be referred to their Primary Care Physician.
2. Patients will be instructed to check their temperature at home before leaving for their appointment.
  - Notify patients that temperature screening will be conducted prior to entry into the WHC facility.
  - Inform patients that persons with a temperature of 100.4F and above will not be permitted entry into the WHC facility and will be advised to see their Primary Care Physician.
3. Patients will be advised to put on a cloth face covering, regardless of symptoms, before leaving their home.
  - Notify patients that they will be denied entry into the WHC facility without a mask or a face covering.
  - A mask will be provided at the WHC if needed.
  - Notify patients that they will be required to wear the face covering for the duration of the treatment, except during:
    - Tongue diagnosis
    - Acupuncture on facial areas
    - Treatment on prone position
4. Patients will be informed about the temporary closure of the WHC Lobby.
  - Instruct patients to wait inside their car and call the WHC front desk to inform them of their arrival.
  - Inform the patient that the front desk will notify them when the intern is ready to receive them.
  - Inform patients that companions will not be permitted to enter the WHC facility. All non-patients should wait in the car during the appointment.
5. Patients will be informed that they will be asked to wash their hands when they enter the treatment room.
6. Front desk staff will ensure that the patient has reviewed, initialed, and signed the COVID-19 Risk Informed Consent before proceeding with the appointment.

## Patient Screening

### 1. Prior to the Appointment

Front desk staff will call the patient at least one day prior to the appointment and will ask the patient the following questions written in the Patient Pre-Screening Questionnaire.

- [Patient Pre-Screening Questionnaire](#)
  - Have you or anyone in your household had any of the following symptoms in the last 21 days: sore throat, cough, chills, body aches for unknown reasons, shortness of breath for unknown reasons, loss of smell, loss of taste, fever at or greater than 100 degrees Fahrenheit?
  - Have you or anyone in your household been tested for COVID-19?
  - Have you or anyone in your household traveled in the U.S. in the past 21 days?
  - Have you or anyone in your household traveled overseas or been on a cruise ship on a cruise ship in the last 21 days?
  - Are you or anyone in your household a health care provider or emergency responder?
  - To the best of your knowledge have you been in close proximity to any individual who tested positive for COVID-19?
- If patient responds “Yes” to any of the above
  - The patient’s Pre-Screening Questionnaire will be reviewed by a clinic supervisor to assess whether the patient can keep the scheduled appointment.
  - File the incident report, each time a patient is allowed to continue with treatment. Approving supervisor must include rationale for allowing the appointment to be kept.
  - Patient will be contacted again after decision-making.
    - If appointment is not allowed to be kept, offer to reschedule appointment to another time
    - Advise patient to stay home
    - Refer to a primary care physician, St. Rose Dominican Hospital, or SNHD

### 2. Patients with COVID-19

- Patients who tested positive for COVID-19 will not be treated in WHC until cleared by a medical professional.
- Patients who have not been diagnosed but are reporting any symptoms of COVID-19 will be referred to their Primary Care Physician or SNHD.

### **Patient Check-In and Arrival**

1. Patients must wait inside their car and call the WHC front desk to inform them of their arrival.
2. Patients notifying the front desk of their arrival will be asked if there were any changes with the symptoms asked during the Pre-screening confirmation call.
3. Patients will be reminded that companions will not be permitted to enter the WHC facility. All non-patients should wait in the car during the appointment.
4. Interns expecting patients will wait at the WHC lobby to receive their patients.
5. The patient must stand on the designated floor marking outside the WHC entrance and submit to a temperature check and screening for symptoms of COVID-19 before entering the WHC facility.
  - Patients with temperature over 100.4F will not be permitted entry into the WHC facility and will be referred to their Primary Care Physician.
  - Patients reporting any symptoms related with COVID-19 will not be permitted entry into the WHC facility and will be referred to their Primary Care Physician.
6. Patients without a mask or a face covering will be denied entry into the WHC facility. A mask will be provided at the WHC if the patient does not have one.
7. Patients must carry out hand hygiene upon arrival. Recommend the use of hand sanitizer to the patient as soon as they enter and/or instruct the patient to wash their hands upon entering the treatment room.
8. Patients will sign consent forms while in the treatment room during intake.

### **Treatment Room Assignments and Intervals**

- Only one treatment room per intern. Swing rooms are not permitted.
- Interns will have a 30 minute interval between patients to facilitate cleaning.
- Rooms used in the morning will not be used by a different intern assigned in the afternoon shift.
- Interns on duty the whole day may use the same room assigned to them in the afternoon shift.

### **Patient Check-Out**

1. Notify patients that cashless transactions are preferred.
2. Patients must stand on the designated floor markings for payment or booking transactions.
3. Patients who are in the WHC facility for an appointment are encouraged to book follow-up treatments via telephone.
4. Sanitize all commonly-used objects such as clipboards, pens, following each patient.

## **PHYSICAL EXAMINATION & DIAGNOSIS**

- Examination room will be temporarily closed.
- Vital signs examination will be done in the treatment room.
- Interns will ask the patient to perform hand hygiene before taking their vital signs.
- Interns will clean & disinfect blood pressure cuffs with disinfectant wipes after every use.
- A temperature scanner will be assigned to each clinic supervisor.
- Temperature check will be done before tongue diagnosis, when the supervisor enters the treatment room to meet the patient.
  - \*This is the second temperature check. The first temperature check is only performed to allow the patient to enter the WHC facility. Second check is part of the assessment and so must be documented in the patient's chart. If the first temperature check is performed by the intern before the patient's entry to the facility, results must be documented and the second check may be forgone.
- To allow tongue diagnosis, patients may briefly remove face coverings while 6 feet away from the intern or supervisor.
- The patient must put the face covering back on immediately following tongue diagnosis.
- Best practice is to wear gloves to perform pulse diagnosis.
- Clinic interns must document all vital signs results.

## **ENHANCED CLEAN NEEDLE TECHNIQUE (CNT) PROTOCOL**

- Assume that all patients are a potential source of infection
- Follow safety guidelines on hand hygiene.
- Set up a new clean field for every patient.
- Use appropriate personal protective equipment (PPE)
- Best practice is to wear disposable medical gloves for all procedures involving direct contact with patients, including procedures such as pulse diagnosis, palpation, needling, and cupping.
- Patients will be required to wear their face covering for the duration of the treatment, except during:
  - Tongue diagnosis
  - Acupuncture on facial areas
  - Treatment on prone position
- Free handling is not allowed. Use a guide tube when needling.
- Guide tubes should not be reused between patients and must be disposed of after each patient.
- Appropriate caution when handling sharps, including acupuncture needles, seven-star hammers, and lancets
- All unused needles from opened packages should be disposed of in the sharps container.
- When fire cupping, prepare to extinguish the burning cotton ball into a kidney tray filled with water. Do not remove your face mask to blow air onto the burning cotton ball.
- Assume that all floors are contaminated. Do not use tools or supplies that were dropped on the floor and replace them with clean ones.
- Use disinfectants, antibacterial solutions when needed
- Change treatment table paper, disposable pillow case, face cradle paper, drapes, clean field after every patient encounter.
- Storage of disposable pillow cases, drapes, and gowns are not permitted in the cart for the duration of the shift.
- The use of cloth linen, drapes, and towels in the WHC will be discontinued.
- Ask the patient to change clothes and wear disposable gown, if possible.
- Wash and disinfect all cups, gua sha tools, kidney trays, and hemostats used after every patient encounter.
- Wear disposable gloves for all tasks in the cleaning process, including disinfecting and handling trash.
- Dispose contaminated medical waste in the designated container.

## **HERBAL DISPENSARY**

1. Patent herbal prescriptions may be purchased on the day of appointment.
2. All patients prescribed with raw herbal medicine will have to return on the scheduled pick-up window. Waiting at the lobby to receive the herbal prescription after an appointment will not be permitted.

### **Preparation of Raw Herbal Prescriptions**

- The clinic intern, CP305 student, or HD staff must perform hand hygiene and don correct PPE prior to preparation of raw herbal prescription.
  - Correct PPE:
    - Bouffant cap
    - Face mask
    - Lab coat
    - Disposable gloves
- Prepare one herbal prescription at a time.
- Pack the herbal prescription in a paper bag and label with the patient's name and ingredients.
- Gloves must be changed and disposed of after each preparation of herbal prescription.
- Inform WHC front desk upon completion

### **Curbside Service**

1. After receiving the herbal prescription package from the Herbal Dispensary, the front desk will call the patient to inform them that the herbal prescription is ready for pickup.
  - Front desk will schedule a time window for pick up
  - Designated parking spots for curbside pick-up is stall #1 to #4
  - Front desk will instruct the patient to wait inside their car and call the front desk to inform them of their arrival.
2. On the day of pick-up, the patient will park at any available curbside pick-up stall and inform the front desk of their arrival.
3. Front desk will notify the HD staff that the patient has arrived.
4. Herbal prescription will be delivered to the vehicle by the HD staff.
5. HD staff must confirm the patient's name before proceeding with the transaction.
6. HD staff must wear correct PPE when providing curbside service
  - Face mask
  - Lab coat
  - Gloves - should not be used for more than one patient transaction
7. Hand-to-hand delivery of herbal prescription is not permitted.
  - Any herbal prescription delivered curbside must be placed in the patient's customer's vehicle by the HD staff.
  - Patients are responsible for opening their vehicle's door or trunk to allow for contactless delivery of the items.
  - Patients should otherwise remain in their cars during the transaction.



## **ENHANCED CLEANING PROCEDURES**

1. Wear disposable gloves for all tasks in the cleaning process, including disinfecting and handling trash.
2. Use EPA-approved disinfectants when sanitizing. When using EPA-approved disinfectants, surfaces must remain wet for contact time indicated on the label
  - Clorox HealthCare Hydrogen Peroxide - 5 minutes
  - Sani-cloth Plus Germicidal Disposable Cloth - 3 minutes
3. Perform hand hygiene often, including before and after removing gloves, and when hands are visibly dirty.
4. Cleaning services will clean and disinfect WHC at the end of the day.

### **Treatment Room**

1. Clinic Intern Responsibilities
  - Clean & disinfect high-touch surfaces, such as room buzzer, treatment table, cart, table tops, light switch, door knobs, faucets, hand-sanitizer dispensers after every patient.
  - Change clean field, treatment table paper, pillow case, and gowns after every patient.
  - Empty waste bin after every shift.
  - Clean and sanitize all acupuncture tools after every patient.
  - Fill out the [Treatment Room Cleaning Checklist](#)
2. Clinic Supervisor Responsibilities
  - Supervise interns in their cleaning responsibilities (treatment room, acupuncture tool, etc)
  - Collect, and sign the [Treatment Room Cleaning Checklist](#) of each clinic intern at the end of each shift.
  - Check each room at the end of each shift.
  - Submit the [Treatment Room Cleaning Checklist](#) to the front desk at the end of the shift.

### **Work Stations**

#### All Clinic Intern, Supervisor and Staff Responsibilities

- Clean & disinfect work station before beginning and end of shift.
- All belongings must not be allowed to be placed on the floor.
- All belongings must be stored in the lockers before beginning of the shift.
- All belongings must be removed from the lockers at the end of the shift.
- All food stored in the refrigerator must be removed at the end of the shift / day.
- Last clinic intern / supervisor will turn off the lights and lock the intern lounge.

## **Herbal Dispensary**

### 1. HD Staff and CP305 Responsibilities

- Sanitize their station prior to beginning and end of shift.
- Clean & disinfect high-touch surfaces, such as light switch, door knobs, water dispenser, sinks, hand-sanitizer dispensers, sealing machine, and printer button prior to beginning and end of shift.
- Clean & disinfect counters, table tops, weighing scales, and bowls for weighing after every herbal preparation.
- Clean and disinfect all shared electronic equipment such as tablets, and telephones after every shift.
- Fill out a [Herbal Dispensary Cleaning Checklist](#).

## **Laundry Room**

### 1. Clinic Intern Responsibilities

- Wash and disinfect all cups, gua sha tools and trays used after every patient.

### 2. Clinic Supervisor

- Inspect the laundry room if all cups used during shift were properly sanitized.

### 3. Clinic Staff Responsibilities

- Check the laundry room if all cups used during shift were properly sanitized.
- Return all disinfected cups to the cabinet.