



TrueMind® Center COVID-19 PROCEDURES

Setting Procedures and Protocols

Impact of physical setting on infection control:

- Implementation of social distancing: Patients are told to arrive at their designated appointment time, no other person is able to accompany them to appointment and wait in waiting area. Once patient is checked in, they are taken to their own individual room away from other persons. Needles are taken out at specific times to ensure there is not an influx of people in the waiting area
- Personal Protective Equipment (PPE) is utilized by all staff and patients; extras on hand in case a patient forgets their mask
- Implementation of enhanced disinfection procedures
- Updating communications to patients: When significant changes occur within the clinic, we email our patients' to keep them up-to-date and/or provide information at reception area. Patients constantly reminded and instructed to stay home if experiencing any COVID symptoms

Hierarchy of Decision-making

- TrueMind® Center follows the state mandates issued from the Colorado Governor's office, and follows the recommended CDC guidelines.

Examine Settings:

- TrueMind® Center have identified high touch surfaces encountered by patients and disinfect them regularly throughout the day. This includes wiping down surfaces in treatment rooms, waiting room, consultation room, and bathrooms. Bleach is utilized for toilet bowls at end of day, as well as sanitizing bathroom sinks, hand rails, and toilet seats
- Each patient has their temperature taken upon arrival at the clinic, as well as asked to fill out a COVID questionnaire and waiver to ensure they have not traveled within the last 2 weeks, and/or not experiencing any COVID symptoms
- After each patient the treatment room is sanitized with special herbs to disinfect the air. These herbs are burning continually throughout the waiting/reception area; herbs are mixture of Mugwort and Chang Zu
- There is only one patient in a treatment room at all times. Each room is disinfected completely after each patient

- There are 3 separate hand sanitizer's to access in the waiting room, along with a box of tissues. We ask each patient to sanitize their hands before touching their files. There are designated areas for 'clean' and 'dirty' pens
- Documentation of supplies needed for infection control:
 - o Gloves
 - o Facemasks, for staff and patients
 - o A mixture of Mugwort and Chang Zu herbs for burning throughout clinic to sanitize and disinfect the air
 - o Clorox disinfecting wipes
 - o Bleach
- Patients are highly encouraged to bring their own pens for use, otherwise we disinfect the dirty pens regularly
- Potentially infectious patients utilize tele-health appointments with the practitioners
- All symptomatic patients are instructed to stay home and contact their primary care provider

Source control Procedures

- All patients whom exhibit symptoms of respiratory infection are instructed to stay home and seek help from their primary care provider
- All patients screened upon arrival
- All patients notified that persons accompanying them to their appointment must wait outside of the clinic, such as in personal vehicle or practice social distancing outside
- Verbal alerts to stay home if experiencing COVID symptoms and/or came into contact with a COVID positive person
- Visual written Disclaimer in the clinic posted at reception
- All cancellation fees due to COVID symptoms or quarantine issues related to this matter are eliminated
- Telehealth appointments with practitioners are strongly encouraged for patients exposed to COVID or experiencing symptoms
- Curbside pickup is available for patients picking up herbs, otherwise mailed to their home address
- All patients are aware they must wear a facemask to enter the clinic, and to keep it on for the remainder of the time in the clinic. Facemasks are provided for patients unable to bring one
- Patients do not wait in waiting room for extended periods of time. Brought to treatment and/ or consultation room right away after being screened
- TrueMind® Center has sent out numerous emails communicating what we are doing to enhance infection control to reassure patients and model appropriate response

Entrance Screening Procedures

- All patients are screened for temperature upon entry into our clinic space. We use a non-contact thermometer, and it is disinfected between uses with a Clorox wipe
- Hand sanitization is provided at entry, all persons must sanitize hands

Social Distancing Procedures

- We stagger patient appointments to minimize contact between patients

- Patients are told to arrive at their designated appointment time, no other person is able to accompany them to appointment and wait in waiting area. Once patient is checked in, they are taken to their own individual room away from other persons. Needles are taken out at specific times to ensure there is not an influx of people in the waiting area
- A majority of patients have credit cards on file to charge beforehand to minimize time spent at checkout. Online scheduling also available to minimize time spent at reception area
- Curbside pickup is available for patients picking up herbs/other products

Disinfection Procedures

- After every patient visit:
 - o Change and launder all the sheets that come in contact with patient. This includes top sheet, bottom sheet, pillow cases, headrest cushions, and headrest sheets. Paper towels are discarded after each use. We disinfect all areas that the patient could touch including, but not limited to: doorknobs, surface areas, chairs, sinks, handrails, toilet seats, etc.
 - o We burn a mixture comprised of Mugwort and Chang Zu herbs to further sanitize the room and reception area
- The clinic is deep-cleaned once a week. This includes vacuuming, airing out the complete clinic, and laundering base sheets for treatment tables

Laundry Procedures

- Washing hands after handling used laundry
- A majority of the clean laundry is stored outside of treatment room. Clean laundry inside treatment room is stored in a closed cabinet
- Linens are completely dried in a commercial dryer
- Linens for patients are laundered after each use using regular detergent and added Lysol laundry sanitizer
- Base sheets for treatment tables laundered weekly

De-Clutter Procedures

- We have removed magazines from our waiting room
- Removed extra toilet paper from bathrooms

Personal Protective Equipment

Facemasks

- All patients entering the clinic must wear a facemask at all times
- All staff wear proper facemasks at all times. If reusing the facemask, the facemask is steamed after use to be clean for the next day
- Before donning a facemask, the practitioner and staff perform hand hygiene, visually inspects the masks for defect, then applies the mask, taking care not to touch the inner surface
- To take off a mask, hand hygiene is performed. The mask is removed, taking care not to touch the inside of the mask. The mask is properly stored or discarded, and hand hygiene is repeated

Gloves

- Practitioners are not required to wear gloves. However, upon arrival in treatment room, proper hand hygiene is conducted. Proper hand hygiene also conducted after applying needles and before leaving treatment room
- Acupuncture assistant dons gloves to remove needles before entering room, and removes them before leaving the treatment room. Immediately performs hand hygiene after leaving room
- Wears gloves during cleaning and disinfecting

Personal Clothing

- Acupuncturists' wear clean clothes entering the clinic
- Clinic clothing is immediately removed upon returning home from clinic and laundered