Pam Connor & Associates
Psychological Assessment & Therapy

Dr Pam Connor
B.Sc. (Psychology)
Masters in Brain and Mind Science (Neuroscience)
Doctor of Health Science (Psychology)

Full Member APS
Member of College of Clinical Psychology

COVID Safety Plan, current as of 1 January 2022

Introduction

This plan provides information on this practice's practices for operating in a COVID-safe way and helping identify and mitigate risks during the ongoing pandemic.

Purpose and objectives

This practice is dedicated to the health, safety and wellbeing of all psychologists, patients, contractors and visitors. In this pandemic environment, we acknowledge additional precautions are required and that these are outlined in this COVID Safety Plan.

1. Practice access and patient flow

To control the flow of people into and through the practice, we will be guided by the following:

- encourage telehealth consultations (where appropriate);
- where absolutely necessary, (including situations where a patient cannot be vaccinated), consider face to face consultations for patients who are vaccinated in accordance with the State and Federal guidelines
- encourage all patients to refrain from attending the practice if they have any symptoms consistent with COVID-19, regardless of how mild, and encourage testing in line with local public health unit advice;
- display information at the entrance and ensure clear messaging on the website asking patients to call ahead if they have any symptoms suggestive of COVID-19 to enable appropriate information to be given regarding appropriate next steps;
- check the temperature of each person presenting to the clinic. If the temperature registers >37.5°C the person will be asked to remain outside of the clinic until further assessment can be conducted;
- Require a verbal/written/electronic attestation from each patient at the commencement of their session that they do not have any symptoms consistent with COVID-19, have not been in contact with a confirmed case, and have not been directed to isolate;
- have a management plan in place for patients presenting with symptoms suggestive of COVID-19 which enables immediate isolation of that patient, as well as the requirement that the patient don a surgical face mask to reduce risk of transmission;
- display information at the entrance outlining the requirements of entry [e.g., wearing a mask, having an appointment, being free from symptoms consistent with COVID-19];
- require all people entering the practice to don a face mask [patients are asked to bring their own, but will be supplied with one if they present without a mask];
- provide access to hand-hygiene products upon entry and exit (and at appropriate locations throughout the practice), such as an alcohol-based hand sanitiser or hand-washing facilities.

2. Physical distancing

This practice will put in place physical distancing measure by

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- limiting the number of people on the premises at any one time (Usually this will be members of one family only);
- having patients wait in their cars or in the seating in the corridor until their appointment time;
- minimising patient congestion in the waiting room by
- erecting physical shields where assessments at a desk take place;
- encouraging patients to call ahead to book an appointments rather than walk in.

3. Infection-control training

The psychologist at the practice has undertaken infection-control training including the following.

- the Australian Commission on Safety and Quality in Health Care e-learning modules on the principles of infection prevention and control ;
- is aware of her role when managing a patient presenting with – or exhibiting symptoms suggestive of – COVID-19.

4. Environmental management and cleaning

This practice will regularly clean and disinfect shared spaces, surfaces and communal items. The practitioner will do the following:

- enhance air flow by opening windows and doors in shared spaces (where and when appropriate) and optimizing fresh air flow in air conditioning systems (by maximizing the intake of outside air and reducing or avoiding recirculation of air);

- adhere to strict environmental cleaning as per the most current advice from the Department of Health's Coronavirus (COVID-19) Environmental cleaning and disinfection principles for health and residential care facilities;

- clean and disinfect frequently touched surfaces with detergent and disinfectant wipe/solution between each episode of patient care – using a cleaning detergent followed by a disinfectant, or a two-in-one product with cleaning and disinfecting properties;

5. Record-keeping

To aid contact tracing in the event a patient, team member, contractor or any visitor to the practice tests positive for COVID-19, this practice will:

- maintain a record of all patient appointments (including recording people accompanying the patient), and contractors/visitors to the practice, including entry and exit times

- utilize a contactless electronic system (ie QR code or similar) to record contact details, ensuring data is stored confidentially and securely and is only used for the purpose for which it was intended

- maintain these records for a minimum of 28 days.

Plan review

This plan will be reviewed regularly to ensure it reflects the current processes and procedures of Dr Pam Connor [Pam Connor & Associates] as well as current legislation requirements and public health directives.

Public health unit contact

Australian Capital Territory	02 5124 9213 (business hours)	02 9962 4155 (after hours)