

# CORONAVIRUS INFECTION PREVENTION & CONTROL

## Preparing Your Workplace for an Infectious Outbreak

With the current outbreak of 2019-nCoV virus is a timely reminder to review your infection prevention and control procedures within your general practice and community pharmacy. Any patient/consumer presenting to your practice/pharmacy has the potential to be infectious. For this reason, systems must be set up to protect staff from possible cross infection by patients/consumers. This is a Health and Safety requirement.

### Quick View Checklist:

Standard precautions underpin safe protection and should be used at all times with every patient/consumer. The following checklist is intended as a guide for you.

- **Signage readily available**
  - Utilise the current signage from the MOH alerting any patients who may have returned from travel in China.
  - Door signs for general practices and community pharmacies can be created or may be available from the CPRG website:  
<http://www.primaryhealthresponse.org.nz/resources/>
  - Consider displaying signs encouraging hand washing and cough etiquette in the waiting room – a selection of posters are also available from the CPRG website Resources page (click on Event Category/Posters).
- **Alcohol hand hygiene products readily available for both patients and staff**
  - Hand washing is the single most important step in reducing the spread of infection.
  - All patients/consumers should be asked to use an alcohol-based hand rub when they enter your premises - this is for their protection as much as for the protection of staff.
  - Use an alcohol-based hand sanitizer that contains at least **70% alcohol**.
  - Remember the 5 moments of Hand Hygiene
    - **Moment 1:** Before patient contact
    - **Moment 2:** Before a procedure
    - **Moment 3:** After a procedure or body fluid exposure risk
    - **Moment 4:** After patient contact
    - **Moment 5:** After contact with patient surroundings
- **Personal protective equipment (PPE)** is to be worn by you, and your staff to protect them from risks of cross infection.
  - Selection of PPE is based on an assessment of the risk of transmission, level of exposure and the nature of the disease.
  - It is important that all staff understand when to use PPE as part of standard and transmission based precautions and also the correct way to put on and remove PPE.
  - Continue to have disposable multi-purpose masks available for patients/consumers presenting with respiratory symptoms and ask them to wear these at all times in your facility.
  - Please note it is important to wear PPE (N95 mask and eye protection) when obtaining a nasopharyngeal swabs to avoid the risk of cross infection

- **Maintaining a clean environment**
  - Review your workplace cleaning schedule, does it include what items and areas that need to be cleaned and how often this should happen. An excellent cleaning resource is available on <http://healthpathways.org.nz/>
  - Remember some viruses can remain viable on hard surfaces for up to 48 hours therefore these surfaces e.g. reception, bench tops, doors, door handles, tills, EFTPOS machines, telephones, computer keyboards, etc should be wiped down regularly throughout the day with an appropriate solution or 70% alcohol based wipes.
  - A cost effective option for cleaning is to use a clean disposable cloth and a solution of bleach (prepared daily, 10mls bleach to 500mls water). Ensure the spray nozzle is directed for “squirt” not “spray” to avoid the spread of any potential pathogens.
  
- **Discuss possible “streaming” options for seeing patients/consumers with respiratory within your facility**
  - You may wish to consider “streaming” patients/consumers who present with 2019-nCoV virus like symptoms to your facility. We acknowledge that each general practice and pharmacy will adapt, depending on size of facility, nature of the building, the population of the practice/pharmacy, and staff preferences. Suggestions include:
    - Identifying separate waiting areas
    - For general practices consider different times of clinics for 2019-nCoV virus like symptom patients
    - Flow of people through the facility – is it possible to arrange this so that people move in one direction rather than coming back past each other?
    - Minimise amount of time in waiting area, e.g. 2019-nCoV virus like symptom patients wait in their cars and are phoned/texted when ready to be taken in.
    - For General Practice consider telephone scripts for routine meds where possible to reduce need for well people to mix with ill people and to reduce workload on practice.
    - For Pharmacies consider encouraging “infectious” consumers to stay away from the pharmacy and encouraging relatives/friends to collect prescriptions or home delivery

***It is important that all staff understand and follow your workplace’s written policies and procedures on all aspects of infection prevention and control.***