

Clinic Preparation Checklist

Association
chiropratique
canadienne



Canadian
Chiropractic
Association



You need to adjust the patient experience from request to book an appointment, communications prior to arrival, coming to the clinic, treatment, payment and departure. While the following are the high-level areas to take into consideration, check with your regulator for specific indications to follow.

Office layout

- Protective barrier at reception desk
- Location of signage and information materials
- Adjusting layout to be more conducive to physical distancing
- Removing magazines and toys
- Potential office signage/documents

Booking and pre-appointment communications

- Triage for those with greatest needs
- Screening questions
- Documents to share in advance
- Email/phone communications
- Scheduling to limit number of patients at any time to ensure physical distancing

Staff

- Training for new protocols
- Training for patient screening and PPE requirements

Patient arrival

- Staggering arrival times
- Procedures to limit on-site waiting
- Logistics of physical distancing
- Patient use of masks and gloves
- Screening procedures including questionnaire and handling potential positive COVID-19 case

Treatment

- PPE requirements
- Changing techniques to minimize close contact
- Disinfection of adjunct equipment and tools

Payment

- Procedures to decrease contact with surfaces and objects
- Direct billing procedures and touchless payment options

Cleaning and disinfection

- Cleaning surfaces and equipment after a patient visit
- Overall office cleaning including type of disinfectant used