

RECOMMENDATIONS

PHASE 1: SAFE RE-OPENING



CHIROPRACTIC CLINICS HAVE BEEN CLEARED TO RE-OPEN EFFECTIVE JUNE 2, 2020.

REQUIREMENTS TO OPEN

SAFE ENTRY:

Each clinic must register with and implement Safe Entry. All staff and visitors will be required to register by scanning the QR code with their phones. They should “check-in” upon arrival and “check-out” as they leave. This QR code should be clearly visible and easily accessible for those who enter/exit. It may be wise to post multiple QR code to avoid close contact with those who enter and exit.

MASKS:

Doctors, staff and patients must wear face masks at all times. Staff and Doctors may only remove their face masks if they are in a closed office alone. When they leave their closed office they must place their face masks back on.

INSPECTIONS:

Clinics should expect to be visited by government officials who will perform random inspections to ensure compliance. Clinics found not in compliance will be closed down and could affect others in the profession.

SPECIFIC GUIDELINES:

Because the nature of businesses in clinics, how they operate and their size (manpower & physical size of space) in Singapore are so diverse, it would be impossible for the government to provide specifics related to every question we may have. They have provided the following for Chiropractic clinics and members are advised to abide by these regulations:

HOURS:

There are currently no restrictions on operation hours or limits (that we are aware of as of May 21, 2020). Clinics may consider revising or increasing their hours to allow for more space between appointments. Companies are also encouraged to adjust to allow staff to arrive and depart at non-peak hours to avoid overcrowding public transport.

SCHEDULING:

- Appointments must be one-on-one (for the time being).
- Operation by appointment only, no walk-ins.
- Patients should be advised to show up on-time.
- Staff will be responsible for managing the flow of traffic in and out of the clinic, and throughout the clinic itself. Staff are expected to direct traffic and inform those outside when they may enter based on the number of individuals in the clinic at any given moment.

Without further clarification available, we should take this to mean that you may schedule one patient for one doctor at a time. If you have a lobby, therapy area or reception area you may have: one patient with the doctor, one patient in the therapy area, or one patient in the reception area as long as you can ensure safe distancing between them and there is no interaction. If additional patients arrive they should be asked to wait outside in a line with appropriate distancing enforced by using tape on the ground to reflect how far apart they should stand (1 meter).

If a clinic has more than one doctor working at a specific location, they should use their understanding of their own layout to determine whether it is appropriate for them to have more than one doctor on duty and whether or not they can safely manage distancing between the doctors and the patients they treat.

STAFF MANAGEMENT

- Clinics should operate with the minimal staff required (for the time being). Staff who can work remotely should be encouraged to do so.
- Staff should be placed on shifts if the team is large for a specific location.
- Staff should monitor their temperatures either at home or on-site. Those with a temperature of or higher than 38 should not come to work until their fever subsides. (There is no current requirement for all visitors to take temperature.)
- Staff who present with illness, flu, cough or colds should be sent home and advised not to come to the office until their symptoms subside. You may request they see a doctor if symptoms persist.
- Staff should work in teams and those teams should not interact with other teams in the company. **Example:** *Team Red consists of Employee A, Employee B and Employee C while Team Blue consists of Employee D, Employee E, and Employee F. Employees A,B and C should only interact with one another and should not interact with employees D,E and F. The purpose of this is to limit the risk of cross-spread. If one team becomes infected, they would not infect the entire manpower of the company.*

- Staff should not congregate or linger in company common areas (pantry, lounge). If they require food they should eat at their desks and avoid eating together. They should not share food.
- All meetings should be done via teleconferencing. Physical meetings should be avoided unless absolutely necessary.
- All communication should be done between employers and staff by email, phone or teleconferencing unless absolutely necessary to do in person. Members working on the same "team" may speak when necessary while taking safe distancing measures into account (wear masks).

SAFE DISTANCING

- Safe distancing recommendations from before still apply.
- The government recommends that people ensure at least 1 meter distance between one another. Companies should ensure that all seats in the space are clearly marked off and should clearly indicate where people may sit/stand.
- Common areas (water fountain, reception desk) should have safe distancing lines clearly marked on the floor to ensure no close contact.

HYGIENE

- Clinics should be cleaned with cleaning agents recommended by the NEA. A list of cleaning compounds effective against COVID-19 can be found here <https://www.nea.gov.sg/our-services/public-cleanliness/environmental-cleaning-guidelines/guidelines/interim-list-of-household-products-and-active-ingredients-for-disinfection-of-covid-19>
- Doctors and Staff should wash hands often with soap and water (nothing takes the place of hand washing).
- Clinics should provide alcohol based hand sanitizer for common use in various places throughout their clinics.
- Face masks should be available for both staff and visitors who may need them. The AOC has purchased a stockpile of masks for members to purchase. If you are needing masks, please contact the board.

The AOC encourages all members to stay up to date and follow the regulations and recommendations by the government bodies in Singapore related to COVID-19. Each clinic should operate with the utmost care and respect to ensuring the health and safety of those in their community and under their care. The AOC is not liable for the action or inaction of any member doctors or clinics and provides these recommendations only as suggestions. This is the best information available to the AOC as of 21 May 2020. Any government updates to these recommendations and rules supersede the information stated above.