

Attending Appointments during Covid-19

Stay Safe

We have changed how we operate appointments since Covid-19 arrived. We want all people involved with our service to avoid contracting the virus. To prevent infection it is important that we all follow the advice of the HSE.

Enable Ireland has a policy in place to prevent infection that is based on the best available advice. All SeatTech team members will act responsibly to help prevent infection for all. This involves:

- Paying close attention to social distancing – keeping at least 2 metres apart.
- Maintaining good hand hygiene.
- Employing good cough etiquette.
- Temperature checking.
- Using gloves, masks, eye protection, and gowns when necessary.
- Making sure our environment & equipment are kept clean.
- Sharing information so we all understand why we are making this effort.

Before your appointment

We will contact you in advance of your appointment to check:

- Have you symptoms of cough, fever, high temperature, sore throat, runny nose, breathlessness or flu like symptoms - now or in the past 14 days?
- Have you been diagnosed with confirmed or suspected COVID-19 infection in the last 14 days?
- Are you a close contact of a person who is a confirmed or suspected case of COVID-19 in the past 14 days (i.e. less than 2m for more than 15 minutes in any one period)?
- Have you been advised by a doctor to self-isolate or to cocoon at this time?

If you can answer 'no' to these questions we are almost ready to proceed with your planned appointment. Your temperature must be checked on the day of your appointment. **Persons with temperatures greater than 37.5°C will not be admitted to Enable Ireland buildings, so it is very important to check your temperature before you leave home.**

Before arriving at the clinic please make sure that your wheelchair & seating are clean. This is essential. SeatTech staff are not permitted to work on dirty wheelchairs or seating.

If you have any difficulty arranging cleaning, please contact your HSE Primary Care Occupational Therapy Service who can arrange for cleaning through their service agent, Fannins.

On the day of your appointment:

- Please try to arrive in Enable Ireland as close as possible to the agreed time of your appointment.
- Once you have parked your car, or your Taxi is ready to drop you off, please ring your designated SeatTech staff member, who will meet you and escort you into the clinic.

- Once inside the clinic, you will have your temperature checked.
- You will then be asked to sanitise your hands, and to sign the visitors' book.
- You will be brought directly to the clinic room in which your appointment will take place.
- Clinic rooms are thoroughly cleaned and sanitised between appointments. If you notice anything of concern relating to the cleanliness of the room, please tell us.
- The SeatTech staff who will be working with you during your appointment will be wearing full personal protective equipment (PPE). PPE comprises gloves, gown, surgical face mask, goggles. Please don't be put off by this. It is a standard precaution.
- You are welcome to wear your own face covering. If you do not have one, you will be offered a disposable mask that you are welcome to wear.

Temperature Checks

In the event of a high temperature reading 37.5°C or above:

- You will be advised to wait 15 minutes, either in your vehicle or in the isolation area, after which your temperature will be checked again.
- If normal, the appointment will proceed.
- If the temperature remains high you will be advised that the appointment has to be cancelled.
- You will be advised to contact your GP and public health for advice and that the appointment will be rescheduled on confirmation that advice has been sought and pending the outcome of that advice.
- Follow guideline for contact tracing as required (only if more than 15 minutes in close contact with no PPE).

If you have any questions or if you are feeling unwell on the day of the appointment please contact the therapist as per the details above, and do not attend for your appointment. A replacement appointment will be scheduled for you at the earliest possible opportunity.

During your appointment

The fewest people possible should be in the clinic room during your appointment. Your primary therapists will be invited to participate in clinical interventions using *Microsoft Teams*, a video conferencing system. Your appointment will therefore involve you, one parent/carer - if essential - and up to two SeatTech staff. If this arrangement does not meet your needs, then please telephone your clinician before agreeing to your appointment to discuss your specific needs.

It may not be possible for SeatTech staff to maintain the social distance of 2 metres from you throughout an appointment because of necessary contact during transfers, physical assessments, and adjustments to your wheelchair. However, for the remainder of the time, all participants in appointments are asked to remain as far apart from each other as possible. Physical distancing stickers have been placed on the floor as a reminder of this.

In order to minimise the number of appointments needed, we are striving to do as much work as possible within each appointment. This means that appointments might last longer than normal. With this in mind, we encourage you to bring whatever provisions might be necessary

for a stay of up to three hours. While toilet facilities are available, we discourage their use, if it can be avoided.

Following your appointment

Any PPE (e.g. mask/gloves) worn should be put in the bin before you leave. As you leave the building, you are asked to use the hand sanitiser again. We also ask you to sign out when leaving.

If you have any questions

If you have any questions, concerns or queries, or any suggestions as to how we could improve the service we provide – either in the context of Covid-19 or more generally – please do not hesitate to contact us at:

Email: seatech@enableireland.ie

Tel: (01) 261 5921

