



# Renew Medispa Health Guidance for Minimizing Risk While Treating Guests During Pandemic

While Renew Medispa is preparing to re-open and will only be seeing low risk, asymptomatic guests, we believe that we should act with an abundance of caution to safeguard both staff and guests during this challenging time.

Renew Medispa has chosen, in addition to our own strict guidelines, to adopt several new COVID-19 guidelines from the ADA (American Dental Association) as we believe that they are a group at high risk for exposure and therefore have the most stringent and up to date guidelines available.

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# **Before Care Starts**

## *1. Renew Medispa Team Preparation*

1. Team members experiencing influenza-like-illness (ILI) (fever with either cough or sore throat, muscle aches) should not report to work. Team members experiencing any other illness or symptoms should contact their manager before reporting to work.

2. All team members should self-monitor by remaining alert to any respiratory or other symptoms of COVID (e.g., fever, cough, shortness of breath, sore throat, diarrhea, etc.) and check their temperature twice a day, regardless of the presence of other symptoms consistent with a COVID-19 infection. If you are feeling ill or have concerns please email your manager.

3. "Conduct a daily inventory of available personal protective equipment (PPE) supplies [e.g., surgical masks, surgical gowns, surgical gloves, face shields]."

( <https://www.cdc.gov/coronavirus/2019-ncov/healthcare-facilities/steps-to-prepare.html> )

4. Remove magazines, non-disposable reading materials, toys and other objects that may be touched by others and which are not easily disinfected (<https://www.ncbi.nlm.nih.gov/pubmed/28916372>)

5. Print and place signage (<https://www.cdc.gov/coronavirus/2019-ncov/downloads/stop-the-spread-of-germs.pdf>) in the office for instructing guests on standard recommendations for respiratory hygiene/cough etiquette and social distancing.

6. Schedule appointments in a manner that appointment times are far enough apart to minimize possible contact with other guests in the waiting room or the office, and ensure adequate social distancing at all times.

7. Guests should pre-pay for all services that can be prepaid over the phone prior to the appointment. For services that are variable the client must use credit card and will have the transaction checked out with no direct contact with the Renew Medispa Staff.

8. Encourage guests not to bring companions to their appointment, except for instances where the patient requires assistance (e.g., people with special needs, elderly guests, etc.). If companions are required for guests receiving treatment, they should also be screened for signs and symptoms of COVID-19 during patient check-in and should not be allowed entry into the office if signs and symptoms are present (e.g., fever, cough, shortness of breath, sore throat, diarrhea, etc.). Companions should not be allowed in the office if perceived to be at a high risk of contracting COVID-19 (e.g., having a pre-existing medically compromised condition). Any person accompanying a patient should be prohibited in the treatment room if the patient will need to remove their mask at any point during their treatment.

9. Inform guests that they are to wear a face covering to their appointment and leave it on during treatment unless directed to remove it by their Renew Medispa service provider to address lower-facial concerns.

## 2. Screening for COVID-19 Status

1. "Make every effort to interview the patient by telephone, text monitoring system, or video conference before the visit." ( <https://www.cdc.gov/coronavirus/2019-ncov/php/guidance-evaluating-pui.html> ). At this time we are only seeing guests who have no signs/symptoms.

2. Inform guests that they are to wear a face covering to their appointment and leave it on during treatment unless directed to remove it by their Renew Medispa service provider to address lower-facial concerns.

3. Remind guests that they are encouraged to not to bring companions to their appointment, except for instances where the patient requires assistance (e.g., pediatric guests, people with special needs, elderly guests, etc.). If a companion will be present during their appointment, ask for that persons' contact information so that they can be called for a symptom and risk pre-screening to ensure everyone's safety.

4. Services should preferably be paid for electronically before arrival at the establishment. If electronic or card payment is unable to be submitted, clients should come with exact cash payment or check. Purses, bags and backpacks should be left secured in the guest's car and not brought into the spa facility.

5. If a patient does exhibit signs and symptoms of respiratory illness, The appointment will be cancelled.

6. As the pandemic progresses, some guests will recover from the COVID-19 infection. It is important to determine when a patient who was diagnosed with the disease is ready to discontinue home isolation. CDC suggests two approaches:

a. Time-since-illness-onset and time-since-recovery strategy (non-test-based strategy): Persons with COVID-19 who have symptoms and were directed to care for themselves at home may discontinue home isolation

under the following conditions:

- At least 3 days (72 hours) have passed since recovery defined as resolution of Fever without the use of fever-reducing medications and improvement in respiratory symptoms (e.g., cough, shortness of breath); and,
- At least 7 days have passed since symptoms first appeared.

b. Test-based strategy: Persons who have COVID-19 who have symptoms and were directed to care for themselves at home may discontinue home isolation under the following conditions:

- Resolution of fever without the use of fever-reducing medications and,
- Improvement in respiratory symptoms (e.g., cough, shortness of breath) and,
- Negative results of an FDA Emergency Use Authorized molecular assay for COVID-19 from at least two consecutive nasopharyngeal swab specimens collected  $\geq 24$  hours apart (total of two negative specimens).

( <https://www.cdc.gov/coronavirus/2019-ncov/hcp/disposition-in-home-patients.html> )

### *3. Instructions for Client/Guest Arrival*

1.. Each Guest shall remain in their car and call (603) 894-0070. Guest will be directed to the appropriate door (either the Main Spa entrance or the Training Institute Entrance) Each guest will be told upon confirmation call prior which door to use. Guests should have a secured mask on before entering the facility. Once in the building each guest will be prompted to use hand sanitizer which will be provided on the check in counter. Guests will have their temperature taken by the Medical Assistant. In the case that more than one person is in the waiting room please ensure that a distance of 6 feet between each guest will be maintained. Guests should **NOT** sit in the waiting area and should be taken promptly into the treatment room once hand sanitizer is applied and temperature taken. **Please note: All guests in the spa must have a booked appointment. We will not allow walk-in clients (clients purchasing products will need to call from their cars. Guests will pay over the phone and one of our staff will deliver directly to the car. Under no circumstances will someone without an appointment be allowed to come into the spa.**

2. Though we are recommending that only asymptomatic guests, guests who have tested negative for COVID-19 infection, or fully recovered guests be seen, Renew Medispa Team Members should ensure that there are “supplies for infection control”: ex: alcohol- based hand rub with 70% alcohol, tissues, and no-touch receptacles for disposal at healthcare facility entrances, waiting rooms, and patient check-ins.” (<https://www.cdc.gov/coronavirus/2019-ncov/infection-control/control-recommendations.html> )

3. We will monitor that all guests are wearing an adequate face covering and are observing social distancing measures while in the waiting room and throughout the facility.

4. Renew Medispa’s Team members will regularly disinfect any surfaces which a patient may come into contact with, as well as immediately disinfecting any surface which has been touched or may have received respiratory or other expelled droplets. There will be frequent wipe downs of door handles and bathroom surfaces.

## **During Client/Guest Care**

### *4. Standard and Transmission-based Precautions and Use of Personal Protective Equipment (PPE)*

1. Renew Medispa Team Members should adhere to Standard Precautions, which “are the infection prevention practices that apply to all patient care, regardless of suspected or confirmed infection status of the patient, in any setting where healthcare is delivered.”

a. Standard Precautions include: Hand hygiene, use of PPE, respiratory hygiene/etiquette, sharps safety, safe injection practices, sterile instruments and devices, clean and disinfected environmental surfaces.

## 5. *Updated Clinical Guidance for Lower Face Procedures*

2. If a patient is receiving a lower-facial procedure where patient mask use needs to be discontinued, the Renew Medspa Provider should implement Transmission-Based Precautions. “Necessary transmission-based precautions might include patient placement (e.g., isolation), adequate room ventilation, and/or respiratory protection (e.g., N-95 masks) for the Renew Team Member. Please be mindful of PPE shortages and take only the necessary precautions to be respectful of acute patient care PPE needs elsewhere in the healthcare community.

a. If your mask is damaged or soiled, or if breathing through the mask becomes difficult, you should remove the face mask, discard it safely, and replace it with a new one.

(<https://www.fda.gov/medical-devices/personal-protective-equipment-infection-control/n95-respirators-and-surgical-masks-face-masks> )

3. Providers should adhere to the standard sequence of donning and doffing of PPE.

(<https://www.cdc.gov/hai/pdfs/ppe/ppe-sequence.pdf> ).

## After Care Is Provided

### 6. *In Between Guests*

1. Replace PPE as necessary. We will do our very best to keep disposable PPE on hand.

2. Non-dedicated and non-disposable equipment (e.g., handpieces, procedure chair, mayo stands, and lights) should be disinfected according to manufacturer’s instructions in between guests.

3. Routine cleaning and disinfection procedures (e.g., using cleaners and water to pre-clean surfaces prior to applying an EPA-registered, hospital-grade disinfectant to frequently touched surfaces or objects for appropriate contact times as indicated on the product’s label) are appropriate for SARS-CoV-2 in healthcare settings, including those patient-care areas in which aerosol-generating procedures are performed.

<https://www.cdc.gov/coronavirus/2019-ncov/infection-control/control-recommendations.html>

<https://www.epa.gov/pesticide-registration/list-n-disinfectants-use-against-sars-cov-2>

a. Surfaces such as door handles, chairs, desks, and bathrooms should be cleaned and disinfected frequently.

4. Restrooms:

1. Regularly clean and disinfect all surfaces.

2. Consider upgrading to touchless faucets, soap and paper towel dispensers.

3. Consider adding touchless, automatic hand sanitizer dispensers.

4. Place trash container near door.

5. Remove any products that do not belong in the restroom.
6. Ensure soap dispensers are regularly filled.
7. Avoid waiting or congregating in/around the restroom if restrooms are multi-use.
8. Restrooms should be single use (one-at-a-time) facilities, where feasible.

5. Laundry:

1. All dirty linens should be placed in a covered non porous container.
2. Wash all laundry on hot with detergent and dry until “hot to the touch” ensuring no moisture or dampness in any linen.
3. Launder (porous) or disinfect (non-porous) caps and capes.
4. All linens should be stored in closed cabinet or covered shelving until used.

## 7. *Post-Treatment Instructions for Guests*

1. Guests should receive normal post care instructions as well as an enhanced emphasis on keeping the area clean and washing their hands or using a hand sanitizer frequently.
2. Guests should be instructed to avoid potential exposure as possible and wear a mask when in public to minimize risk.
3. Guests should be reminded to re-don their face covering and continue to utilize social distancing procedures throughout the office and at check out.
4. Inform guests that should they begin to experience and symptoms of COVID-19 (e.g., fever, cough, shortness of breath, sore throat, diarrhea, etc) they should contact the office and their primary care physician immediately.

## 8. *When Going Home After a Workday*

1. Perform nightly symptom and temperature checks to ensure that if exposed symptoms will be caught as early as possible. Notify your manager immediately if you experience any symptoms of COVID-19 (e.g., fever, cough, shortness of breath, sore throat, diarrhea, etc).
3. Stay Informed and have a plan that you feel safe and comfortable with should you or your loved ones be exposed at work or anywhere else they may visit after restrictions are lifted.

## Conclusion

It is our mission to provide a safe haven for our guests, and staff during this time. Our goal is to create a safe and welcoming atmosphere where guests can come to receive their aesthetic treatments and feel a little bit of normalcy, despite what is going on around us. It is every team members' responsibility to ensure the safety and well-being of the practice, our mission, and our goal during this time. We expect our Team Members to adhere to social distancing guidelines themselves when not at work, until such guidelines are lifted by the medical community. This ensures the least amount of risk and disruption to our fellow team members and guests. If you have any questions relating to these or any other procedures regarding COVID-19 please reach out directly to your manager.

A final reminder: Don't forget about your mental health during this time. COVID-19 has brought great stress to our communities. Please take the time you need to relax and de-stress. If you need any additional help or support, please reach out to any of your team members, or the numerous free mental health resources available at the link below. **YOU ARE NOT ALONE.**

<https://www.nh.gov/covid19/resources-guidance/documents/bh-covid19-resources.pdf>