

# OTORHINOLARYNGOLOGY OUTPATIENT CLINIC SERVICES GUIDELINES DURING COVID-19 PANDEMIC

## PATIENTS

Triaging before entering ORL clinic

Scan MySejahtera or fill up screening /declaration form

Ensure to wear face mask

Ensure to sanitize hands (using provided hand sanitizer)

Temperature check

Suspected COVID-19 patients are directed to designated COVID-19 screening area

Practice physical distancing at least 1 meter

Minimize crowd in clinic—patient to come alone or only 1 accompanier if needed

Patients without any pending needs shall be given new appointment and adequate medicine

Patients with existing appointment to be rescheduled the appointment date

Consultation and treatment to be provided for patients with specific needs—post operative review, urgent review for HPE and radio imaging or other needs requiring immediate attention

\*\*\*Exceptions to the above , are made based on a case-to-case basis following discussion with the specialists

## HEALTHCARE WORKERS

Daily symptoms and temperature monitoring (Mental health status monitoring if indicated)

Minimize number of HCW in clinic by rotation/shift work (or dividing into several teams)

Physical distancing at least 1 meter among staffs

Ensure adequate PPE available for HCW use

## CLINICS

All non-urgent clinic procedure should be postponed

Limit the use of consultation and procedure room

Use disposable items and instruments (if available). Proper disposal must be done as per hospital protocol

Disinfection protocol for all clinic instruments—all instruments should be disinfected immediately after use. Clinic area should be wiped and cleaned daily.