

衛生指引願遵守，預防措施必定有

電話預約好方便，輪候時間必縮短

分流制度定先後，懷疑患者先關注

踏上救護專車時，保護衣物裝備先

醫護處理每一人，所需用品先消毒

高危程序倍小心，醫療室內顯關心

消毒過程極嚴謹，病毒豈能再蔓延

員工探熱並記錄，一有徵狀必上報

口罩洗手清潔服，人人一定做得到

通風系統做得好，空氣清新病毒無

天天清潔加記錄，人多地點更留神

專業培訓不可少，醫療水準有保證

治療炎症最專業，同心合力齊抗炎

溝通拉近人與人，彼此關懷心連心



醫療診所 (包括普通科、專科、牙科、物理治療、職業治療、中醫藥、脊醫等)

「預防感染，任重道遠」。預防感染、治癒病人是醫療工作者的天職。在照護市民之餘，我們更要保護自己，免受感染，並竭盡所能，遏止病毒傳播。為保障市民大眾健康，我們承諾緊守崗位及發揮專業精神，一起行動，同心實踐「衛生約章」。

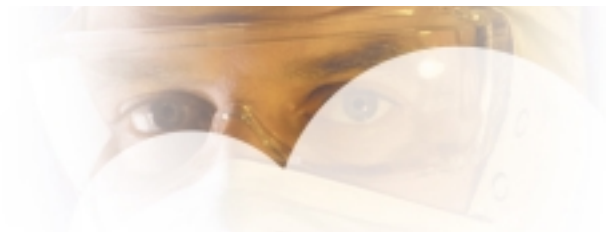
疫情階段

- 按衛生當局發出的指引，制定預防及處理傳染病之應變措施，並定期作出評估
- 加強接待處的預防措施，如：
 1. 鼓勵求診者以電話預約，縮短等候時間，並避免診所過份擠迫
 2. 醫護人員或接待員將普通病人和懷疑患有傳染病患者分流處理；同時從病人獲得以下資料：
 - * 呼吸道感染病徵，例如發燒、咳嗽或呼吸困難等
 - * 外遊資料，特別在十天內曾到過高危
 - * 與懷疑個案、傳染病人或其家屬有緊密接觸之人士
 3. 請求診者戴上口罩，特別是有傳染病或呼吸系統病徵的病者
 4. 如發現懷疑個案，會採取暫時性隔離措施，例如把病人安排到空氣流通的獨立房間，減低與其他人的接觸機會。所有醫護人員接觸有關病人時，會加強預防措施
- 在醫療室內加強預防措施，如：
 1. 醫護人員減少與病人有直接身體接觸，必要時會配戴手套，並於診症或接觸病人後，用規液正確地洗手及更換手套
 2. 當進行會濺起或噴出血液、體液、分泌物或排泄物的程序時，穿著保護衣物如長袍及配戴護目鏡等
 3. 盡量使用用完即棄的醫學儀器或物品，以及棄置時小心處理；任何醫生耳筒，接觸完每名病人後，即以酒精消毒
 4. 對懷疑患有傳染病徵的病者，所用過之物品、醫療儀器及醫護器材等，即時以正確方法徹底清潔消毒

5. 減少使用口腔醫學儀器
 6. 盡量減少使用噴霧器等醫療器材，避免產生懸浮微粒
 7. 一切儀器及醫療設備使用後，均嚴謹地以熱力或化學消毒方法處理
- 每天加強用1: 99稀釋家用漂白水清潔及消毒物品；被嘔吐物或呼吸道分泌物弄污的物件，即時處理及清潔消毒
 - 每天以1:99稀釋家用漂白水清潔廁所，特別留意水龍頭、廁所板、水箱抽水掣、洗手盆、地板、櫃門柄、排水口、垃圾桶等的清潔及消毒；避免放置公用的抹手巾；在沖廁前先蓋上廁座蓋板，避免污水濺出及每天用稀釋家用漂白水灌入排水口，並保存每次記錄
 - 處理和接待病人時，醫護人員及所有員工會正確地配戴口罩，並加強個人衛生，保持雙手及身體清潔；勤洗制服，以徹底清潔可能沾染在衣物的病毒
 - 如發現懷疑個案，必要時，即電召救護車，將患者送往合適的醫院治理，診所亦隨即清潔和消毒。救護員會穿上保護衣物，事後亦會徹底清潔及消毒車廂及其設備
 - 張貼有關傳染病資料及注意事項，推動服務對象的個人衛生教育，例如在公共電話貼上「請正確配戴口罩」等字眼
 - 盡量打開窗戶，加強清洗冷氣及抽風系統，確保室內空氣流通

持久目標

- 經常檢視和修訂儀器及物品的清潔及消毒程序，並嚴謹地執行
- 加強對員工的保護設施及監察其有效性，以減少傳染病擴散機會
- 持續培訓有關健康及醫療知識，提升專業水準
- 加強健康醫療資訊，與時並進
- 以身作則，保持生活姿采和健康的生活模式
- 經常檢視、加強及維持診所內的環境衛生，包括廁所、去水渠道、空氣及空調質素



Medical and Health (including private clinics run by general practitioners or specialists, dentists, physiotherapists, occupational therapists, Chinese herbalists and chiropractors)

Saving lives is the unequivocal duty of all health care workers. Equally important is preserving the health and well-being of medical workers so as to continue their critical mission of saving lives. By uniting and pledging to adhere to the Hygiene Charter, the Medical and Health sector is committed to Hong Kong and safeguarding the health of the public.

High-risk period

- Develop preventative and disease control measures in line with guidelines from the health authorities and conduct regular assessments.
- Enhance preventative measures at the reception, including the following:
 - Advising patients to make appointments by phone in order to reduce their waiting time and avoid overcrowding in the clinic
 - Separating general patients from those with suspected infectious disease and collecting information from the patients on:
 - symptoms of respiratory disease, fever, cough or breathing difficulties
 - overseas travel, especially to high-risk countries in the past 10 days
 - contact with suspected infectious disease carriers and their family members
 - Advising patients to wear masks, particularly those with symptoms of infectious diseases
 - Placing patients suspected of having contracted infectious disease in an isolated room to minimize chances of contact with other patients. All medical staff should intensify prevention measures when in contact with such patients
- Enhance preventative measures in the treatment room, including the following:
 - Avoiding any body contact with the patient. Wear gloves before any contact. Dispose of the gloves and thoroughly clean hands after every patient handling
 - Wearing protective clothing and goggles at all times when handling medical procedures that are likely to generate splashes or sprays of blood, body fluids, secretions and/or excretions from patients
 - Using disposable equipments or materials, where possible and handle these with care during disposal. Disinfect stethoscope with alcohol after every consultation
 - Disinfecting all medical equipment and apparatus as well as utensils immediately after use, especially after handling a patient suspected of having contracted an infectious disease

- Avoiding the use of oral medical equipment
- Avoiding the use of a spray to deliver medicine to the patient where possible to avoid the creation of any particles in the air
- Using thermo/chemical sterilization methods to ensure the cleanliness of all appliances and medical equipment in the clinic
- Enhance daily cleaning and disinfection with diluted household bleach (1 part bleach mixed with 99 parts water). If any item/floor surface is contaminated with vomit or respiratory secretions, clean and disinfect the affected spot immediately.
- Ensure daily cleaning and disinfection of the toilets and maintain a record. There should be a special focus on disinfecting the taps, toilet seats, flush handles, sinks, floor, cabinet door handles, drains and trash bins. Avoid placing non-disposable towels for public use. Flush only when the toilet is covered to avoid splashing. Use household bleach to clean the drains.
- All medical staff should wear a mask when handling patients. Enhance personal hygiene and ensure hands and body are clean. Uniforms should be cleaned frequently to ensure that viruses/disease do not linger on clothing.
- Call an ambulance immediately if there are suspected cases of infection. The clinic must be thoroughly cleansed and disinfected at once. First-aid staff should wear protective clothing and the ambulance and other equipment should be disinfected after use.
- Display key hygiene and disease information as a means to facilitate greater personal health and hygiene consciousness (for example, display information on "How to wear a mask properly" in telephone booths).
- Open the windows and enhance cleaning of the ventilation system to ensure good air circulation in the indoor environment.

Long-term objectives

- Constantly monitor, review and refine the cleaning and disinfecting procedures for medical appliances, equipment and materials strictly.
- Enhance medical staff's protective facilities and ensure their effectiveness to prevent chances of spreading diseases.
- Enhance professional standards by attending ongoing training.
- Constantly update yourself with medical and healthcare knowledge.
- Be a good role model to the public by maintaining a healthy and enriching lifestyle.
- Constantly monitor and strengthen the hygiene condition of the clinic, including the toilets, drainage systems, ventilation and air quality.