



# COVID-19/ SARS-CoV-2



## ORDERED-EXIT FOR ENT's

This document (**04/05/2020**) might be subject to changes according to new evolutions and new informations and is only applicable during the current 2020 pandemic. Local hospital regulation should be taken into consideration

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## INFORMATION FROM THE AUTHORITIES

- security council  24-04-2020 :  
“Belgium’s Exit Strategy”  
Phase 1a  04-05-2020
- Phase 1a in healthcare :  
“gradual and safe extension  
of access to general and specialized medicine”
- [VBS-GBS](#)



## MANAGEMENT OF CONSULTATIONS

1. INTAKE – CORONA SCREENING
2. GENERAL ORGANISATION IN THE OFFICE
3. CONSULTATION WITH RISK OF AEROSOLIZATION



## 1. INTAKE – CORONA SCREENING

- Did you recently have **respiratory symptoms** ?  
Dry and persisting cough ? A sore throat ? Shortness of breath ?
- Did you recently notice a **loss of olfaction** and/or taste ?
- Do you have **fever** (more than 37,4°C) or do you feel feverish ?
- Do you present **headache** ?



# 1. INTAKE – CORONA SCREENING public info on <https://www.info-coronavirus.be>

## Mettre fin à la propagation du Covid-19

1. Restez chez vous, surtout si vous êtes malade.
2. Lavez-vous les mains régulièrement à l'eau et au savon.
3. Gardez une distance suffisante (1,5 mètre) lorsque vous êtes à l'extérieur.
4. Limitez vos contacts sociaux physiques
5. Portez un masque buccal dans les transports en commun et dans les espaces publics très fréquentés.

Lisez tous nos conseils pour votre protection et celle de votre famille.



## Restez informés

- **Vous trouverez ici les décisions du Conseil National de Sécurité de 24 avril 2020.**
- **Informations sur les mesures prises contre la propagation du virus.**
- Aperçu des canaux officiels
- Voir ces informations en Langue des Signes de Belgique Francophone et dans d'autres langues.
- Téléchargez notre affiche et mettez-la en évidence chez vous ou à votre travail.



### Vous avez des questions auxquelles vous n'avez pas trouvé de réponse sur ce site?

- Envoyez-nous un message ou contactez-nous par téléphone au 0800 14 689
- Pour les sourds et malentendants, contactez Relais-Signes en cliquant ici (pendant les heures d'ouverture. En dehors des heures d'ouverture vous pouvez utiliser la transcription vocale).
- Pour contacter le centre d'appel depuis l'étranger: +32 78 15 17 71
- Les lignes sont ouvertes:

(en semaine) entre 8h et 20h

(weekend) entre 10h et 20h

## Prenez soin de vous

Vous avez de la fièvre et/ou des problèmes respiratoires:

1. Restez chez vous.
2. Appelez votre médecin et signalez vos symptômes. Ne vous rendez pas dans la salle d'attente ou aux urgences. Le médecin généraliste déterminera par téléphone si vous pouvez rester en convalescence à la maison ou si vous devez aller à l'hôpital.
3. Lisez nos conseils au cas où un membre de votre famille ou vous-même êtes malade(s).



## Information pour les professionnels

Vous voulez offrir, vendre ou produire du matériel tel que des masques, respirateurs, pièces de rechanges, gants, blouse de protection... ? N'hésitez pas à vous à nous contacter via ce formulaire.

**Offrir du matériel médical**

Informations ou commandes de matériel médical, de médicaments et de matériel de protection pour les prestataires de soins et les établissements de soins: [site de Sciensano](https://www.sciensano.be)

## Stoppen Sie die Verbreitung von Covid-19

1. Bleiben Sie zu Hause, wenn Sie krank sind.
2. Waschen Sie sich regelmäßig die Hände mit Wasser und Seife.
3. Halten Sie einen ausreichenden Abstand (1,5 Meter) ein, wenn Sie außer Haus sind.
4. Begrenzen Sie Ihre physischen sozialen Kontakte
5. Tragen Sie in öffentlichen Verkehrsmitteln und auf überfüllten öffentlichen Plätzen eine Schutzmaske.

Lesen Sie alle Tipps, um sich und Ihre Familie zu schützen.



## Passen Sie auf sich auf

Haben Sie Fieber und/oder Atemwegsbeschwerden (wie Husten und Atemprobleme)?

1. Bleiben Sie zu Hause.
2. Rufen Sie Ihren Hausarzt an und nennen Sie Ihre Symptome. Gehen Sie nicht in den Warteraum oder in die Notaufnahme. Der Hausarzt bestimmt per telefonischer Konsultation, ob Sie sich zu Hause auskurieren können oder ob Sie zum Krankenhaus müssen.
3. Lesen Sie unsere Tipps hier, wenn Sie krank sind oder wenn jemand in Ihrer Familie krank ist.



## Informieren Sie sich

- **Alle Informationen über die Maßnahmen, die gegen die Verbreitung des Virus ergriffen wurden.**
- Eine Übersicht der offiziellen Kanäle.
- Schlagen Sie unsere Informationen nach in Deutscher Gebärdensprache und anderen Sprachen.
- Laden Sie hier unsere Poster zum Aufhängen bei Ihnen zu Hause oder am Arbeitsplatz herunter.



### Haben Sie nach dem Lesen dieser Informationen noch Fragen?

- Schicken Sie uns eine Nachricht oder rufen Sie uns an: 0800 14 689

(+32 78 15 17 71 außerhalb Belgiens)

- Öffnungszeiten:

(Woche) von 8.00 bis 20.00

(Wochenende) von 10.00 bis 20.00

## Informationen für Fachleute

Sie möchten gerne Masken, Atemschutzgeräte, Ersatzteile, Handschuhe, Schutzkittel, ... zur Verfügung stellen, verkaufen oder produzieren? Bitte kontaktieren Sie uns über unser Formular.

**Medizinische Ausrüstung bereitstellen**

Informationen oder Bestellungen von medizinischem Material, Medikamenten und Schutzausrüstung für Gesundheitsdienstleister und Gesundheitseinrichtungen: [Sciensano website](https://www.sciensano.be)



# 1. INTAKE – CORONA SCREENING public info on <https://www.info-coronavirus.be>

## Stop de verspreiding van Covid-19

1. Blijf thuis, zeker als je ziek bent.
2. Was vaak je handen met water en zeep.
3. Hou minstens 1,5 meter afstand als je buiten bent.
4. Beperk je fysieke sociale contacten.
5. Draag een **mondmasker** op het openbaar vervoer en op drukke openbare plaatsen.

Lees alle tips om jezelf en je familie te beschermen.



## Informeer je

- **Alle informatie over de beslissingen van de Nationale Veiligheidsraad van 24 april.**
- **Alle informatie over de maatregelen tegen de verspreiding van het virus.**
- Een overzicht van officiële kanalen
- Raadpleeg onze informatie in Vlaamse Gebarentaal en andere talen.
- Download hier onze affiches om op te hangen bij je thuis of op het werk.



### Heb je na het lezen van deze informatie nog vragen?

- Stuur ons een bericht of bel ons op 0800 14 689
- Doven en slechthorenden kunnen CAB Vlaanderen contacteren door hier te klikken
- Om het contactcenter vanuit het buitenland te bereiken:  
+32 78 15 17 71
- Openingsuren van de infolijn:

**(weekdagen) tussen 8u en 20u**

**(weekend) tussen 10u en 20u**

## Stop the spread of Covid-19

1. Stay at home, especially if you are sick.
2. Wash your hands regularly with soap and water.
3. Keep enough distance (1.5 metres) when outdoors.
4. Limit your physical social contacts.
5. Wear a **face mask** on public transport and in crowded public places.

Read these tips to protect yourself and your family .



## Be informed

- **All information concerning the measures to stop the spread of the virus**
- An overview of the official channels
- Consult our information in **different languages**.
- Download our posters to hang up at your home or at work.



### Do you have any questions after reading this information?

- Send us a [message](#) or or give us a call 0800 14 689

(+32 78 15 17 71 from outside Belgium)

- Opening hours:

**(week) from 8 a.m to 8 p.m**

**(week-end) from 10 a.m to 8 p.m**

## Zorg voor jezelf

Heb je koorts en/of luchtwegklachten (zoals hoesten en problemen met ademen)?

1. Blijf thuis
2. Bel je huisarts en vermeld je symptomen. Ga niet naar de wachtkamer of naar spoed. De huisarts zegt je aan de telefoon of je thuis kan uitzieken of naar het ziekenhuis moet.
3. Lees hier onze tips als je ziek bent of als iemand van je familie ziek is.



Voel je je boos, gestresseerd, angstig of depressief? Dit is normaal. Praat erover.

## Informatie voor professionelen

Wil je medisch materiaal zoals maskers, beademingstoestellen, vervangingstukken, handschoenen, beschermerschoenen,... aanbieden, al dan niet gratis, of je kan die produceren? Aarzel niet ons te contacteren via dit formulier.

### Medisch materiaal aanbieden

Informatie of bestellingen van medisch materiaal, geneesmiddelen en beschermingsmateriaal voor zorgverleners en zorginstellingen: website van Sciensano

## Take care of yourself

Do you have fever and/or respiratory problems (such as coughing and breathing difficulties)?

1. Stay home.
2. Call your doctor and report your symptoms. Do not go to the waiting room or the emergency department. The doctor will determine by telephone whether you can stay ill at home or should go to hospital.
3. Read our advice if you are ill or if someone in your family is ill .



## Information for professionals

Do you want to offer, sell or produce equipment such as masks, respirators, spare parts, gloves, protective gown, etc.? Do not hesitate to contact us via this form.

### Offer medical equipment

Information or orders of medical equipment, medicines and protection materials for healthcare providers and healthcare institutions: Sciensano website



## 1. INTAKE – CORONA SCREENING

- This **check list** can be performed by a phone call of the medical secretary.
- If the check list is **negative**, the patient is authorized to attend the outpatient department (with a mask).
- If the check list is **positive** the patient is passed to the doctor, (who can then be honoured by code 101990 [Covid selection]) and who decides on the emergency of the ENT problem :
  - if not **urgent**, the patient needs testing first and is sent to the GP or the emergency department
  - if **urgent**, the suspect patient will – if possible - be seen (with a mask) at the **end of the program** and/or in a **special room** for suspect or Covid19 positive patients.



## 2. GENERAL ORGANISATION OF THE OFFICE

- COVID-suspected patients with an urgent ENT problem have to be reoriented to a hospital setting
- For hospitalized COVID patients the ENT-exam should preferably be done in their proper room (with appropriate Personal Protective Equipment).
- If a therapeutic intervention is needed (myringotomy, coagulation for epistaxis, ...), it is advised to perform this in an appropriate setting and/or at the end of the consultations.
  
- Required materials :
  - Handsoap and/or hydroalcoholic gel.
  - Mouth : FFP2 or – in case of surgery - FFP3 mask is mandatory !
  - Eyes : goggles
  - Face : shield
  - Hands : gloves
  - Clothes : gown or apron
  - Hair : cap
- for further details : see the accompanying pdf on “PRECAUTIONS”





## 2. GENERAL ORGANISATION OF THE OFFICE

- Foresee to double your consultation time per patient
  
- Inform the patient before the consultation that :
  - accompanying persons are not allowed
  - only one accompanying person is allowed  
in case of children, disabled persons or translators
  - a mask will have to be worn
  - gloves are not required  
but the patient will be asked to clean the hands  
with hydroalcoholic gel or water&soap



## 2. GENERAL ORGANISATION OF THE OFFICE

- Waiting room :
  - No air conditioning
  - Keep two seats free between two patients
  - Seats with plastic cover and without armrests are preferred
  - No table, no magazines, no toys
  - If possible, keep doors open for aeration and to avoid touching the handles
  
- Toilet :
  - Hang a poster with the following :
    - Wash hands with water&soap
    - Dry hands with paper tissue or electric handdryer
    - Use lidded bin



## 2. GENERAL ORGANISATION OF THE OFFICE

- Reception desk :
  - distance from the secretary >1,5 m / mask / plexiglass
  - with the exception of ID-cards, all papers are to be avoided
  - all touched devices (electronic payment, keyboards,...) and plexiglass have to be cleaned with disinfectant wipes (e.g. Clinell or similar)
  - foresee as much natural aeration as possible
  
- Audiometry cabin :
  - mask has to be worn continuously  
(and if the mask is removed behind the cabin window,  
the window has to be cleaned with disinfectant wipes afterwards)
  - let the patient lift the hand  
(instead of pushing the button, if not the push-button has to be cleaned too)
  - gloves are to be worn by the audiologist  
(and the keyboard has to be cleaned, more often when it is used by >one person)
  - audiometry headphones and tympanometry or other tips  
are to be cleaned with disinfectant wipes/liquid



## 2. GENERAL ORGANISATION OF THE OFFICE

- Call the patient in the consultation room yourself
- Patient (and accompanying person) are obliged to wear a mask
- Patient (and accompanying person) are encouraged to wash their hands with hydroalcoholic gel or water&soap
- Remind the patient not to touch anything
- Ask the patient to go directly to the examination chair (instead of sitting in front of the office table)



## 2. GENERAL ORGANISATION OF THE OFFICE

- Payment :
  - Electronic payment (preferably non-contact payment) is strongly advised
  - Disinfection of the electronic payment device with a cleaning wipe
  - Disinfection of the front door with a cleaning wipe
  - Tip : give the patient a cleaning wipe to disinfect the electronic payment device and then take it with him/her to disinfect the front door
  
- At the end of the consultation, the doctor and secretary/audiologist proceed with :
  - Hand washing with hydroalcoholic gel or water&soap
  - Ventilate the medical office for a few minutes
  - Meanwhile disinfect any object the patient might have touched, in particular the armrests of the examination chair



### 3. EXAMINATION WITH A RISK OF AEROSOLIZATION

- Wash your hands with water and soap and/or hydroalcoholic gel
- Put on an FFP2 mask
- Disinfect your hands again with hydroalcoholic gel
- Put on a protective apron/coat, preferably one that is impermeable.
- Put on a head cap
- Put on non-sterile gloves.
- Prepare all the materials needed for the consultation before the patient enters  
Be provided with different size of ear specula
- Put on a face shield and/or protective goggles
  
- Call the patient in the consultation room yourself. Only one accompanying person is allowed in case of children, disabled persons or translators
- Patient is immediately seated in the examination chair
- Patient (and accompanying person) has to wear a mask
- Remind the patient not to touch anything



### 3. EXAMINATION WITH A RISK OF AEROSOLIZATION

- In case of mouth inspection, the patient lowers the mask and puts it back on immediately after the inspection
- In case of nasal inspection or endoscopy, the patient lowers the mask and puts it back on immediately after the inspection (the mouth stays covered)
- In case of ear or vestibular examination, the patient mask stays on during the whole time of the examination
- No local anaesthesia is used to keep aerosolization as low as possible.
- The endoscope is decontaminated immediately after following a standard procedure (e.g. Incidin Oxywipes or similar)



### 3. EXAMINATION WITH A RISK OF AEROSOLIZATION

- After examination, disinfect your hands again with hydroalcoholic gel
- The examination room has to be properly aerated
- Wait a sufficient period of time before bringing in the next patient





### 3. EXAMINATION WITH A RISK OF AEROSOLIZATION

- All used material is disposed in a closed waste bin or closed plastic bag to be decontaminated afterwards
- The waste bin with metal instruments may be filled with a disinfectant : **bleach (eau d'javel, bleekwater) at 1% is a cheap virucid**
- If the endoscope stays in the same room (and not brought to the washing machine) it should be cleaned a second time following the standard procedure before calling in the next patient
- Remember that everything the patient and/or doctor have touched has to be disinfected by alcohol or cleaning wipes (e.g. Clinell or similar) (e.g chair, armrests, table, electronic payment device, door handles, front door)
- Disinfect your hands again with hydroalcoholic gel or water&soap



### 3. EXAMINATION WITH A RISK OF AEROSOLIZATION

- The use of a disposable moisture-proof apron or gown is preferred
- After use put the disposable protective clothing in a tightly closed plastic bag
- If reusable clothing is used, it must be washed at a temperature of at least 60° C

Remark :

in case of shortage of Personal Protection Equipment, think out of the box:

Disposable impermeable apron → plastic poncho

Head cap → plastic shower cap (hotel)

both can be disinfected (e.g. Clinell Spray or similar)



## MANAGEMENT OF OPERATIONS

FOLLOW THE GUIDELINES OF THE HOSPITAL

COVID-19 SCREENING

ONE TO TWO DAYS BEFORE PLANNED SURGERY IS MANDATORY

APPLY COMMON SENSE

BOTH WITHIN YOUR DEPARTMENT AND THE HOSPITAL FACILITIES  
IN JUDGING THE INDICATION OF SURGERY