

PRAKRITI SHAKTI

CLINIC OF NATURAL MEDICINE
by CGH EARTH



Enhanced Safety and Hygiene Measures at CGH Earth Wellness

Standard Operating Procedures for Patient Safety at Prakriti Shakti



Holistic Wellbeing In A COVID-19 World And Naturopathy In The New Normal

Dear Patient,

I hope you and your family are safe and in good health.

This pandemic has taken a heavy toll on all of us – mentally, physically, and economically, over the past few months. But we have to move on; we have to be resilient. And as the world slowly emerges from the lockdown, we have learnt to live with this COVID-19 pandemic and accept the New Normal.

Many of our patients have contacted us to know about when they can come back and continue their treatment. Just leaving the world behind for a while and healing amidst beautiful natural spaces lifts their spirits, but more than that, it is the holistic approach to wellbeing that treats the disease and not just the symptoms that they need the most.

After all, if the COVID-19 pandemic has taught us anything, it's that good health is the most important thing in the world. So, as we start admitting patients again at Prakriti Shakti, it's important for you to know what to expect in the New Normal.

The first thing you should know is that we take patient safety very seriously at Prakriti Shakti. As many of the treatments involve close contact with the therapist, yoga instructor, and doctor, we have commenced vaccination of the team, enhanced our safety standards to be COVID-19 proof. We have carefully followed the safety instructions from the World Health Organisation, the Indian Government Ministry of Health, AYUSH, NABH, and industry experts, to meticulously plan our operations at the Clinic, making sure that there are strict SOPs for maintaining social distancing, hand hygiene, respiratory hygiene, and overall cleanliness & sanitisation.

A dedicated core team of Prakriti Shakti leaders have been put in place to execute our enhanced safety procedures as we welcome you back again. Our entire team is extremely appreciative of the measures we are taking for your safety as well as theirs, and have complete confidence that the SOPs we are enforcing will ensure you are able to heal without any added stress.

The following document will give you an insight into the measures taken at Prakriti Shakti to ensure your safety, while you continue our treatments that heal body, mind, and soul.

Thank you.

Warm regards,
Sidarth Dominic
CEO



COVID-19 Safety Measures at Prakriti Shakti



General Information

- We have appointed one of our managers as a COVID-19 Safety Officer to execute these enhanced measures for the complete safety of our patients and staff.
- Our COVID-19 committee which consists of our Safety Officers (All HODs) headed by the General Manager will closely interact with the local health department and will always be up to date on the latest safety measures.
- If you or any member of our staff exhibits COVID-19 like symptoms, including fever, breathlessness, dry cough or sore throat; we will follow all the government protocols such as isolating the person as a precaution and notifying the local health department so that the best care possible can be made available.
- If you need to be isolated, we have special rooms demarcated for that purpose.
- The Standard Operating Procedures have been modified to incorporate COVID-19 protocols with a focus on:
 - ~ Basic personal hygiene protocols, hand hygiene, social distancing, and respiratory hygiene.
 - ~ Thorough screening of patients, healthcare team, and vendors.
 - ~ Highest standards of cleaning and sanitation to disinfect or quarantine all contact surfaces.



Booking process

- Please visit our website – www.prakritishakti.com for more information on the medical conditions we treat at the clinic or get in touch with our team for a better understanding.
- Once you decide on our holistic approach, it is important to share your complete medical history, including allergy information and surgical procedures, if any, in our Preliminary Assessment Form (PAF).
- Due to the COVID-19 pandemic, it is very important that you share your travel history accurately and sign a declaration 24 hours before admission. This declaration is mandatory.
- If you want more information on the COVID-19 ESOPs (Enhanced Standard Operating Procedures) at Prakriti Shakti, please call our team on +91 9072610130 or email contact@cghearth.com



Arrival

- An RT-PCR test is mandatory (48 hrs for Indian/72 hrs for international travellers) prior to admission. The negative result and the original email from the lab must be submitted for record purposes at the time of admission. If you have had COVID-19, a Rapid Antigen test needs to be done (48 hrs for Indian/72 hrs for international travellers) prior to admission and the negative result along with the original email communication from the lab, submitted at the time of admission, for record purposes.
- On arrival, please wash your hands thoroughly at the entry point. A COVID-19 safety kit will also be provided to you.
- Our Registration Team will give you a warm welcome while still following all the protocols such as social distancing and hand hygiene.
- We will then take you through our detailed COVID-19 safety and hygiene protocols, and you will be asked to sign an indemnity bond.
- At the time of admission, as a standard procedure, you will have to sign a hospital consent form.



Registration and Discharge

- Our pre-registration form will be sent to you online. The ID proof required can be submitted in advance, digitally. However, you must present this same ID proof during registration for validation. In case of foreign nationals, passport and visa documents need to be submitted on arrival.
 - We are prioritising digital payments over cash and sanitising all credit cards used during billing. You will be guided by our reservations team on digital payments well in advance and a 24-hour quarantine period for currency will be followed.
 - All bills will be presented via WhatsApp and email in advance, before the actual discharge, so that you may check the same. This is done to minimise the time taken for billing during the discharge.
 - Kindly request our Front Office team to prepare your discharge bill at least 24 hours in advance.
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Luggage

- All luggage and handbags will be sanitised before sending them to your room.
 - To ensure your safety, luggage will be handed over to you by the door itself. Our team will help you if you need any assistance while following all safety protocols.
 - At the time of discharge, please place your luggage outside the room by the door, from where it will be collected by us. Luggage will be sanitised before it is loaded into the vehicle after it is verified by you.
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Travel, Cars & Drivers

- Our vehicles are sanitised before and after every ride.
- As a precaution, we ask guests to not occupy the seat next to the driver.
- The driver will be wearing a mask and gloves.
- You can greet the driver with a warm and traditional Namaskaram with folded hands instead of a handshake.
- On your way here, please pack a light meal and carry drinking water. We recommend that you do not stop on the way.
- If you decide to stop, please ask your driver to contact us for hygiene advice. Call +91 9072610130.
- The driver has been given instructions to stop at a predetermined location for you to use the washroom. This location has been selected based on their hygiene standards.
- Kindly avoid any unnecessary stopovers during your drive to Prakriti Shakti.





Common Areas

- Hand hygiene facilities are available at multiple points for convenience. Please make use of them frequently.
- All pavements, pathways, parking, and back areas are sanitised twice a day.
- All touchpoints, interior and exterior furniture will be frequently sanitised by our team.
- Common spaces are clearly defined with social distancing markers and you are encouraged to follow them.





Consultation & Treatment

- The enhanced safety and hygiene protocols for the treatment room and consultation room will be shared in detail at the clinic.
- To maintain social distancing, please only use the time slot assigned to you.
- Please wear a mask during consultations, as recommended by WHO and Government of Kerala.
- The consultation rooms will be sanitised after every patient visit.
- Consultation protocols will be shared by the doctors.
- You are requested to carry your pen and notebook provided by us during your consultations.
- Please sanitise your hands before entering the treatment facility.
- Please wear a mask during the entire duration of the treatment and while at the treatment facility.
This is recommended by WHO and Government of Kerala.
- Our therapists will be wearing a mask and all treatment rooms will be disinfected to international standards.
- Any equipment used for treatment will be fully sanitised after every treatment and at regular intervals.



- Our medical team will assist you in maintaining social distancing. Please follow their guidance.
 - We will provide you with your own personalised linen for your treatment.
 - Kindly leave all your belongings and valuables in the safe deposit locker provided in your room while attending your treatments, including your mobile phones.
 - To reduce surface contact, we have removed certain amenities in the treatment rooms. If you require something, please ask the therapist.
 - Please dispose of any waste in the assigned and segregated waste bins.
 - Please follow the discipline of the Treatment Centre.
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Yoga Shala

- Yoga Shala protocols will be displayed in the Shala. Kindly read it and follow the instructions.
- Please sanitise your hands before entering the yogasala.
- The area for your practice, the mat, and any other amenities will be clearly marked for each patient and sanitised before and after every session.
- We will be minimising the number of amenities to reduce the contact surfaces that will require sanitisation. If you need anything, please ask.





Rooms

- Rooms that are vacated by patients are quarantined for 24 hours and sanitised as per International Standards. These rooms can be clearly identified with the notice ‘THIS ROOM IS SANITISED’ outside the door to indicate that we have completed the room sanitisation process. Once the room has been closed for the 24-hr quarantine, no staff can enter it.
- To practice social distancing and safety, we will reduce the entry of staff into your room. In case of your luggage, room service, etc. the staff will hand over the items at the door.
- To maintain social distancing, Housekeeping services will be provided during your treatment time. In case you are in the room, you will be requested to wait outside.
- Amenities will be available on request after sanitisation and the list of available amenities will be provided to you.
- To reduce the surface areas that require frequent washing, we will be temporarily removing mats, throw pillows, bed runners, etc.



Laundry

- Soiled linen is quarantined for 24 hrs and then sanitised at 70°C with an approved detergent.
 - It will take 24 hrs for your clothes to be returned back to you after laundry.
 - Soiled linen is only handled by one authorised person wearing full Personal Protective Equipment (PPE).
 - Please put your clothes in the laundry bag, enter your details in the laundry card, and keep it outside your room.
 - Laundry will be returned in a sanitised basket.
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Library

- If you would like to borrow books from the library, please contact the reception to get a list of books that are available, from which you can select.
- As a part of our enhanced safety and hygiene protocols, each book that has been borrowed will be isolated and quarantined for a period of 72 hrs. Please contact the reception for the safety protocols to be followed while returning books.
- We are conducting limited activities with a select number of people in the library. If you are a part of these activities, please wear your mask and maintain social distancing.





Swimming pool

- The Swimming Pool is operational strictly for therapeutic purposes only as per government norms.
- Kindly note, topless sunbathing is not allowed at Prakriti Shakti.
- We request ladies to wear a one-piece swimsuit and gentlemen to wear swimming shorts.





Dining room

- Tables are spaced apart to maintain the required social distancing.
 - Please follow the timings for your prescribed diet.
 - In case you're the doctor recommends food to be served in your room, it will be brought to your door adhering to Covid protocol.
 - All dining room furniture will be sanitised and your meal placed on the table only when you occupy the seat.
 - All cutlery, crockery, flatware, and glassware will be sanitised.
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Interactive Cooking Session

- Kindly wash or sanitise your hands before the interactive cooking session.
- Patients are expected to wear masks as recommended by WHO and Government of Kerala.
- Please refrain from touching the cooking utensils, cutlery, and the ingredients.



Kitchen and Material Receiving

- Workstations are placed in such a way that the staff can maintain appropriate social distancing.
- Kitchen surfaces and floors are cleaned and disinfected using approved disinfectants at regular intervals.
- All items received are either quarantined or sanitised at the time of receiving them.
- Vendors are only allowed up to the security checkpoint at the entrance.
- Supplies are received by staff in full PPE, inspected, and then transferred to a sanitised container.
- Primary packaging material is disposed of in the receiving area itself.





Staff

- To ensure proper social distancing, we will be temporarily operating with a reduced workforce.
- Staff, contractors, and vendors are screened with IR Scanners and their body temperatures will be recorded. They are also required to submit a self-declaration, similar to what guests submit.
- All staff will be following the COVID-19 safety protocols as laid down by the health authorities.
- Our staff take these safety measures very seriously and are dedicated to following the Standard Operating Procedures for cleaning and sanitising the rooms as per the guidelines from the health department, as well as international best practices.
- Staff are trained to pay special attention to touchpoints, and other contact surfaces.
- Staff from a containment zone or exhibiting any COVID-like symptoms are not allowed on duty.
- There are separate isolation rooms for staff in case they show any COVID-like symptoms.
- We have safety and sanitisation protocols in place for staff accommodation, lockers, cafeteria, and other public spaces used by the staff.
- The Indian Government's Aarogya Setu COVID-19 Safety App has been installed by all our staff.



Safety measures to be taken by Patients

- If you have symptoms like fever, sore throat, or a common cold, please consider postponing your treatment until you feel better.
 - Please reconfirm your departure date and time with the Registration Desk. This will help us plan our extended cleaning and disinfection processes.
 - Wearing a mask is one of the best forms of protection available to us and we ask you to wear one when stepping outside your room. Wearing a mask is also recommended by WHO and Government of Kerala.
 - Please do change your mask every 6 hrs. You will be provided a fresh pair of masks every day.
 - Please recollect your recent travel records as accurately as possible when filling in your COVID-19 declaration.
 - If you start to exhibit COVID-like symptoms including fever, cough or breathing difficulties, please follow the government protocols, which will be clearly communicated to you.
 - Please deposit your mask in the Zip Lock pouch kept in the laundry bag.
 - Once you are admitted, you will not be allowed to leave the hospital premises and no visitors will be entertained.
 - You will find hand hygiene facilities throughout the premises. Please use them as often as you can.
 - Kindly keep yourself updated on the guidelines issued by the Government of Kerala and the Government of India.
 - Kindly download and install the Indian Government's Aarogya Setu COVID-19 Safety App and keep your status updated. It is available on Google Play and the App Store.
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Standards and Certifications

- WASH (Workplace Assessment for Safety and Hygiene) Certification from the Quality Council of India (QCI).
- NABH (The application process for NABH accreditation is in progress.)
- FSSAI guidelines on operations

With these international hygiene measures in place and our enhanced Standard Operating Procedures, you can be sure you get the treatment you need with the safety you deserve.

We appreciate your valuable feedback, so please do feel free to engage with the General Manager.

See you soon.



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For more information regarding
CGH Earth Action Plan against COVID-19

Call: +91 9072610130

Email: admissions@prakritishakti.com