

# Infection Control for Reception staff in Primary care

Single point  
Lesson

Handling specimens safely, Keeping the environment clean and tidy, Dealing with spillage

Receptionists are the first point of contact in primary care and are responsible for accepting specimens over the counter, where possible they should be brought to the practice in the bag provided at collection and transferred safely into a container for collection.

If there is any sign of body fluid on the bag or specimen i.e faeces put on a pair gloves and ask patient to drop whole contents into another clear plastic bag. Label that the inner bag has been compromised so the laboratory staff can prepare for handling.

Wipe your telephone mouth piece with a detergent wipe at the end of each day, the mouth is full of micro organisms, saliva spittle is projected onto the handset and microphone, when you are taking calls from patients.



Have gloves and aprons available at the reception area with alcohol hand gel, so hand decontamination can be undertaken. If hands are compromised with body fluid, wipe with a tissue or hand wipe, and get to a sink to wash with soap and water. Clean any surfaces you are in contact with en route, ie door handles, with a detergent wipe.

General environment  
Keep free from clutter, books papers etc. Damp dust desks once a week. During seasonal flu or pandemic, clean reception window if appropriate, or reception guard, voice mouth area to reduce bioburden of germs, during engagement with public.

Computer screen and keyboards collect dust and food debris, where possible eat your lunch in the staff room. Once a week tip the keyboard upside down to remove dust and any food, or environmental dust. Wipe the keyboard with a neutral wipe or damp dusted with water and lint free cloth.



Know where your spillage kit is located. Have PPE available.



For further assistance please call 01744 457 314 for your Infection Control Team