



## Practice Operations

# Resuming Practice Operations Strategy

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- Goal
  - Get to normal visit volumes by the end of May
  - Group have been formed to develop strategies for offices led by Chris Scaven and Lamont Louis
- Challenges
  - COVID Prevalence
    - Stay at home order
    - Public Transportation
  - PPE
    - Face coverings for all patients and visitors who arrive without a face covering ✓
    - Facemasks and eye protection for all staff ✓
      - Appropriate for the vast majority of patients
    - N-95 and gowns ✓
      - Occasional patient that presents with COVID symptoms/needs nebulizer Rx
  - Patient Anxiety
- Strategies
  - Outreach
  - Marketing
  - Create a COVID Safe Environment
  - Telemedicine in addition to in-office visits

# COVID Safe Environment

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- Pre-visit preparation/patient instruction prior to arrival:
  - Patients will be contacted the day before their in-person appointment to identify the presence of one or more **COVID-19 symptoms**. \*\*Symptoms include fever of  $\geq 100.0$  F, dry cough, shortness of breath, chills, myalgia, diarrhea, headache, new loss of taste/smell. The patient will also be instructed, at that time, to call the office to report any of these signs and symptoms which may develop in the interim before their scheduled appointment. The appointment will be rescheduled for a telephonic visit if the patient reports one of these symptoms.
  - During this pre-visit call, patients will be advised that they **must wear a face covering** that can be a surgical mask or cloth, when they arrive at the office.
  - Patients will be advised to **come to the office alone unless they need assistance**. One escort may accompany a patient if they are elderly and/or handicapped requiring assistance, have special needs, or a child <18 years of age. The escort must have a face covering, be asymptomatic and not have been diagnosed as suspected/known to be COVID positive within the past 14 days.
  - Patient/escort **temperatures will be taken upon arrival** to the office.
  - Patients must **maintain social distancing in the office** including proper separation in the waiting area.

# COVID Safe Environment

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- Entry to office:
  - If feasible, scheduled patients will call a designated phone number in the practice upon arrival and be registered from their car and be called to enter when the exam room is ready.
  - Patients >2 years, and visitors who do not have a face covering will be given a face covering and asked to use hand sanitizer
  - Temperature screening will take place upon entry to the practice for all patients and visitors.
  - Patients and visitors will be screened for 1 or more symptoms of COVID-19 and if present, will be treated as per COVID-19 evaluation protocol.
  - Patients and visitors will be seated at least 6 feet apart and should be monitored to maintain that distance while in the waiting room. The waiting room will be configured to facilitate proper distancing. Chairs will be placed in the hallway for patients if the waiting room becomes too crowded.

# COVID Safe Environment

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- Staff members:
  - Upon arrival to work, all staff members will be screened for one or more COVID-19 symptoms/fever ( $\geq 100$  F) (See \*\* in #5a for symptom details). Staff with signs and symptoms of COVID-19 will be sent home and advised to call their PCP.
  - All staff members will wear face masks and eye protection while in the office, except during meal breaks in the break room.
  - Plexiglass barriers will be installed at the front desks where possible.
  - Gloves are worn according to standard precautions (e.g. when in direct contact with blood, body fluids, mucous membranes, non-intact skin or other infectious materials) and changed according to standard precautions.
  - If a patient with known/suspected COVID is identified, the provider must wear a gown, gloves, N95 respirator (if available) and eye protection. If a N95 respirator is not available, a facemask with eye protection is an acceptable level of PPE for non-aerosol generating examinations, per CDC and Department of Health guidance.

# COVID Safe Environment

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- Hand hygiene:
  - Hand hygiene shall be performed by the staff as per policy (e.g. before and after patient exams, before and after donning and doffing personal protective equipment, before eating, etc).
  - Patients and visitors will be asked to perform hand hygiene (e.g. upon entry to waiting room, after touching face mask/covering, blowing nose, etc).
- Disinfection:
  - Use a disinfectant that has a label claim against Human Coronaviruses. Follow the disinfectant manufacturer's instruction to ensure the disinfectants stays wet for the correct amount of time on the surface being disinfected.
  - The staff will disinfect all horizontal surfaces and highly touched surfaces in exam rooms/labs between each patient.
  - The common areas (front desk, waiting room, and bathrooms) will be cleaned and disinfected at least two times per day (lunch time and end of day) and as needed.
  - All patient care equipment including laptops and computers used for the care of the patient will be cleaned and disinfected between patients.



- We look forward to the guidance and advice from the Practice Group
- In the meantime
  - Begin preparation of your staff and offices
  - Provide your input
  - Begin outreach
  - Utilize Telemedicine for most patients
  - Of course, for patients who are at risk for a medical complications and require an in person visit, have those patients come in