

COVID-19 PLANNING CHECKLIST

PREPARE

- Stay informed with your local and state governing bodies, hospitals and CDC for the latest on COVID-19
- Design a COVID-19 Office management plan
- An Emergency plan in case of an unexpected exposure
- A plan to work with your local representatives from labs and surgery centers and hospitals. Handouts for local COVID-19 testing locations.
- An effective mode of communication to all patients, via email, text, phone, patient portal
- An effective strategy to help the patients understand the policy and procedures performed in your office.
- Ensure strict adherence to new standard precautions and follow CDC guidelines

EDUCATION

- Educate staff about the Coronavirus, about policies and practices aimed at minimizing exposure, about job or task-specific information aimed at preventing transmission, about evaluation and treatment, and about how to advise patients about changes in office procedure

EFFECTIVE COMMUNICATIONS

STAFF

- Communicate about COVID -19 to your staff each week in a meeting and explain the risks and legal ramifications.
- Staff training regarding PPE and their commitment is a must and reviewed each week
- Staff commitment to their health and well-being and regular monitoring for symptoms and daily fever checks.
- Review the effective mode for staff to meet and greet patients and room them and check out using safe precautions.
- Review office waste disposal
- Post signs alerting patients suffering from respiratory symptoms to alert staff and with reminders about proper respiratory and hand hygiene

PATIENTS

- Communications to all patients should be documented.
- An effective mode of communication to all patients, via email, text, phone, patient portal
- Call each patient prior to an appointment and assess their needs.
- Non-essential appointments should be rescheduled to a later date and followed up.
- Safety of practice and policies in place should be explained prior to appointment.

- Consent obtained from each patient regarding the chosen mode of visit, either TELEHEALTH or IN-OFFICE and scheduled appropriately.
- Advice only one accompanying family member per patient.
- Advice your patients to bring in their own facemask and other personal protective gear if available.
- Update your practice website regularly and share with patients.

SCREEN PATIENTS

- Screen for appropriateness of visit
- Upon arrival all patients should be screened using the FLU QUESTIONNAIRE.
- Screen for any concerning symptoms of fever, cough, SOB and travel or exposure history.
- Determine the risk of each patient and triage appropriately.

PROTECT YOUR STAFF

- Ensure proper use of PPE (personal protection equipment) as appropriate; which should include N95 masks, gloves, goggles, face-shields, gowns and head cover. Please provide your staff with the needed masks and other PPE's during this time and replenish as needed.
- Monitor your PPE supplies and order in advance.
- Advice frequent hand washing and other disinfectant use between each patient.
- Whenever able to, maintain a safe distance of 6 feet between patients and themselves.
- Only one staff member per room
- Any sickness in staff should be self reported and taken seriously and treated appropriately and the needed quarantine as per guidelines.
- Develop a return to work post illness policy for staff as per local agency guidelines.
- Routine cleaning and disinfection of all available equipment in the office.

PROTECT YOUR PATIENTS

- All patients are advised a TELEHEALTH APPOINTMENT for their safety.
- If needed in-office visits will be provided on a case by case basis and reviewed by the physician.
- If patient is deemed appropriate for in-office visit then offer PPE including a face mask and gloves to them and their family members.
- Make the appointment as short and comfortable as possible.
- Patients are seated in a waiting room under social distancing guidelines or given the option to wait in their cars.
- Patients are allowed only one per room until the doctor decides if the family member is needed for communication.
- Minimal exposure to staff and physician is encouraged.
- Adequate education and circulation of all needed material.