

# COVID-19 PRACTICE SCREENING AND SAFETY PROCEDURES

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Like many others, we are taking proper precautions and making adjustments to our business practices as recommended by the Centers for Disease Control ([CDC](#)). During this time of uncertainty we would like to remind you we are all in this together. It is with that spirit of support that we share with you these protective processes for screening and safety of patients and staff. \*\*

## PATIENT SCREENING

- **Initial Front-desk Screenings**—Take the temperatures of each patient that walks through the door as well as asking them a few important questions before clearing them to proceed with their appointment. Here are the questions we ask:
  - Do you or any of your family member have flu like symptoms?
  - Have you traveled in the last 30 days? If so, where?
- **Masks as a Precaution**— Patients are to wear a mask whenever possible while inside the office.
- **Additional hand sanitizer stations**— We have set out a number of additional sanitizer stations throughout the practice for patients and staff to use frequently.
- **Sanitize Diagnostic Equipment**— Sanitize diagnostic equipment in front of the patient, before every test. This keeps equipment safe for all patients, as well as reassures them of the cleanliness of the diagnostic machinery.
- **Wipe down patient areas with disinfectant after each patient.**
- **NO Additional Patient Guests**— A sign has been provided for the front door of the practice encouraging any guests accompanying patients to their appointments to wait in the car our outside. It is vital to reduce exposure points at this time!
- **NO Handshake Zone**—To eliminate unnecessary contact between staff and patients we have put handshakes to a halt.
- **NO Outside Vendors or Drug Reps**— For the safety of our patients and staff and to reduce unnecessary traffic into the practice, no meetings with vendors or drug reps are allowed until further notice.
- **Food Service Suspension**— If the practice generally provides beverages or snacks in the lobby, consider suspending this service temporarily. If the service is not suspended, task a designated team member to distribute items to patients (wearing gloves) upon their request. Patients may no longer serve themselves, to

avoid unnecessary handling of food items.

- **Virtual Appointments—** If at all possible, work to offer virtual consultations or patient Q&A sessions over phone or video chat. This technology will allow patients to receive the same world-class care from the comfort of their own home. If this is not possible, consider rescheduling non-emergent appointments for a later date, or moving those appointments to “check-in” phone calls.
- **Private Appointments—** For those patients who must come into the office at this time, we are moving to a “private appointment” model. We will have only one patient in our facility at a given time to reduce traffic within the office.

## STAFF PRECAUTION GUIDELINES

- **Staff Scheduling Rotation—**In order to comply with the guidelines of not having more than 10 people together at a time, divide staff into groups (if more than 10) and create a weekly rotation schedule that allows the other half to work from home on projects as possible.
- **Staff Health Monitoring—** Each on-site staff member is required to have their temperature checked twice a day, once in the morning and once in the afternoon. Staff that are on-site separate themselves in different rooms to work. It has also been brought to their attention that it’s important to not gather in the breakroom or any other area of the building.
- **Masks as a Precaution—** Staff must wear a mask when interacting with patients or each other.
- **No In Person Staff Meetings—** All staff meetings are to be virtual until further notice. Conference calls, a video chat platform like Zoom, or Google hangouts are all workable solutions. This also applies to staff members on site.
- **Do Not Congregate—** Staff should avoid congregating together in the breakroom or work stations as much as possible. If you are needing to chat, use a messaging platform, email, or even just pick up the phone. We’re all in this together, but we’ve got to be cautious
- **Daily Virtual Staff “Huddle”—** In order to keep our staff informed on the always-changing guidelines and protocols of this pandemic we have implemented a virtual morning meeting via our telemedicine technology. This allows for open discussion, questions, and updates on our business practices.

*\*Please note, we are not epidemiologists or infection control authorities.*