



Observed Safety Measures in Response to COVID-19

Universal Early Preparation

Staff educated about changes they can expect to be implemented in the office during an outbreak or pandemic, and about ways to prepare themselves and their families.

Training for staff has been conducted on respirators to ensure fit and appropriate use.

COVID-19 Education

- Staff has been educated about coronavirus disease 2019 (COVID-19), and why it is important to contain the outbreak.
- Staff has been educated on facility policies and practices to minimize chance of exposure to respiratory pathogens including SARS-CoV-2, the virus that causes COVID-19.
- Staff has been trained and educated with job-or task-specific information on preventing transmission of infectious agents, including refresher training.
- Staff has been educated about COVID-19 evaluation and treatment.
- Staff has been educated about alternative office management plans.
- Staff has been educated on how to advise patients about changes in office procedures (e.g., calling prior to arrival if the patient has any signs of a respiratory infection and taking appropriate preventive actions) and developing family management plans if they are exposed to COVID-19.

- Adherence to standard precautions practiced, including airborne precautions and use of eye protection.
- CDC guidelines observed for collecting, [handling and testing clinical specimens](#).

COVID-19.

- Cross-training of staff for all essential office and medical functions has been conducted.
- Review of proper office and medical cleaning routines has been conducted. Routine cleaning and disinfection procedures are appropriate for SARS-CoV-2 in health care settings, including those patient-care areas in which aerosol-generating procedures are performed. Products with emerging viral pathogens claims are recommended for use against SARS-CoV-2. Management of medical waste is also performed in accordance with routine procedures.

Office Preparedness

- A COVID-19 office management plan has been created, including patient flow, triage, treatment and design.
- Hand sanitizers, approved respirators, face shields/goggles, surgical masks, gloves, and gowns are provided to all staff.

We stay informed via routine visits to state and local department of health's websites and have a reliable method for routine epidemiologic monitoring.

We are knowledgeable about available testing and new treatments as such information becomes available. This includes general recommendations on COVID-19 from the Centers for Disease Control and Prevention (CDC), and knowledge of state and local health departments criteria for diagnostic testing protocols and procedures.

We ensure that our staff are familiar with specific public health reporting practices legally required in our area.

Signage is posted in appropriate languages at the entrance and inside the office to alert all patients with respiratory symptoms and fever to notify staff immediately.

Signage is posted in appropriate languages with pictures to teach/remind all patients about correct respiratory hygiene and cough etiquette. Specifically, they should cough and sneeze into a tissue (which then should be properly discarded), or into the upper sleeve. Patients are reminded to use appropriate hand-washing technique.

Patient Flow Systems

Patients with respiratory symptoms and fever are required to call the office before arrival.

- Patients with suspected symptoms of any respiratory infection are isolated to remote office areas.
- Patients with acute respiratory illness (ARI) are evaluated promptly.
- All rooms and all medical equipment are disinfected completely with appropriate cleaning solutions.

Waiting areas have been restructured to allow for observance of appropriate social distancing.

No-touch waste containers with disposable liners are available in all reception, waiting, patient care, and restroom areas.

Alcohol-based hand sanitizer is available in all reception, waiting, patient care, and restroom areas.

Use of magazines, and other shared items in waiting areas has been discontinued. Office items shared among patients, such as pens, clipboards, phones, are disinfected before and after use.

Waste Disposal

No-touch methods are used to dispose of waste materials with respiratory secretions.

Currently recommended methods for disposal of dangerous waste are strictly observed.

Routine cleaning and disinfection procedures appropriate for SARS-CoV-2 in health care settings are performed. Management of medical waste is also performed in accordance with routine procedures.

Required Equipment

We provide our staff with Personal Protective Equipment in accordance with current CDC guidance and OSHA's standards (29 CFR 1910).

Clear signage with pictures recommending patients call first if they have symptoms of any respiratory infection (e.g., cough, runny nose, fever) is posted.

Signage is posted in appropriate languages instructing patients to alert staff about respiratory symptoms and correct hygiene and cough etiquette.

Boxes of disposable tissues are available to patients.

No-touch wastebaskets and disposable liners are used.

Alcohol-based hand sanitizer for reception, waiting, patient care, and restroom areas is available.

Single-use gloves are in use at our facility.