

# COVID-19

Suggestions for reopening post COVID-19 while improving the Patient Experience



## PREPARE YOUR STAFF

- Determine the staff PPE needs and requirements based on:**
  - Local infection levels
  - Your patient panel
  - Types of office visits and procedures
- Ensure staff know the right way to put on, use and take off PPE.**
- Provide staff training on key processes and identify who will perform them, such as:**
  - Triage patients
  - How to limit and control infection in the office
  - How to effectively use PPE
  - Patient flow/journey during in-office appointments
  - What and how to communicate with patients
- Screen staff/healthcare personnel daily for symptoms.**
  - Possible exposure both occupational and personal
  - Any travel that is relevant to COVID-19
  - Any occupational accidental exposure by staff members should be assessed, processes changed and monitored
- Know how to contact the local/state health departments and have their complete contact information readily available.**

## RESOURCES

**OSHA: Guidance on Preparing Workplaces for COVID-19**  
<https://www.osha.gov/Publications/OSHA3990.pdf>

**CDC: Interim U.S. Guidance for Risk Assessment and Work Restrictions for Healthcare Personnel with Potential Exposure to COVID-19**  
<https://www.cdc.gov/coronavirus/2019-ncov/hcp/guidance-risk-assesment-hcp.html>



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## PREPARE YOUR OFFICE

- ❑ **If possible, use separate entrance/exit doors to avoid patient-to-patient contact.**
- ❑ **Limit capacity by removing chairs or spacing chairs safe 6-foot distance apart.**
  - If available, use screens between seating.
  - Have people call from their cars and check in over the phone. The office will call patient when the provider is ready for them.
- ❑ **Have alcohol-based hand sanitizer available in all patient areas.**
- ❑ **Decide on a protocol for public restroom.**
  - Consider closing waiting room restroom or designate one restroom that is monitored and disinfected after each use.
- ❑ **Remove common objects such as toys, magazines, etc.**
- ❑ **Require masks of all staff/patients and provide masks to patients without one.**
- ❑ **Assess each area and public surface in the practice for exposure to virus.**
  - Establish cleaning/disinfecting process schedule to limit spread.
  - Use Environmental Protection Agency (EPA)-approved cleaning chemicals with label claims against the Coronavirus.
- ❑ **Communicate new office procedures.**
  - Maintain an open line of communication with all vendors and supply chains for infection control purposes and to ensure rapid access to available materials and resources.
  - Assess and restock PPE and other medical supplies now and on a regular schedule to ensure you do not run short.

## RESOURCES

EPA: Disinfectants for Use Against SARS-CoV-2

<https://www.epa.gov/pesticide-registration/list-n-disinfectants-use-against-sars-cov-2>



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## PATIENT SAFETY & COMMUNICATION

- Know which of your patients are at higher risk of adverse outcomes due to COVID-19 before making an appointment.
- Schedule routine and well visits during specific times of the day/days.
- Screen patients when making the appointment and upon arrival for COVID-19.
- Utilize various lines of communication (recorded message on phone tree, appointment desk, patient portal blasts, postcards, etc.) to tell the patients what measures are being taken to keep them safe, such as:
  - Offering telehealth visits when appropriate
  - Contact free check in/check out
  - PPE requirements
  - Cleaning/disinfecting process and office logistics
- Practice social distancing in the waiting room.
- Post measures at entrances and waiting areas so patients are aware of prevention.



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## PATIENT ACCESSIBILITY

- ❑ Limit office capacity by reducing number of appointments (initially dependent on rate of infection in the area).
- ❑ Allow only patient visits and if patient must be accompanied, then aid or chaperone must be screened.
- ❑ Schedule in-person visits according to medical need and priority.
- ❑ When scheduling telemedicine visit, confirm patient is aware of the technical process, reducing frustration and technology issues.
- ❑ Offer screening for COVID-19 and other basic medical screenings through telemedicine or drive up parking lot triage.
- ❑ Create a plan for continued telehealth visits for patients, especially for high-risk patients for COVID-19 or who don't need to be seen in person.

## RESOURCES

### CDC: Guidance Documents

<https://www.cdc.gov/coronavirus/2019-ncov/communication/guidance-list.html>

### CDC: Get Your Clinic Ready for Coronavirus Disease 2019 (COVID-19)

<https://www.cdc.gov/coronavirus/2019-ncov/hcp/clinic-preparedness.html>

### CDC: Outpatient and Ambulatory Care Settings: Responding to Community Transmission of COVID-19 in the United States

<https://www.cdc.gov/coronavirus/2019-ncov/hcp/guidance-hcf.html#outpatient-ambulatory>



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What are we doing to help keep you safe during COVID-19?



Your safety is the most important priority to our practice. Here are the steps we are taking to keep our patients safe:

- ❑ Scheduling in-person visits according to medical need and priority, utilizing telehealth when possible.
- ❑ Limiting appointments to patient only (unless caregiver).
- ❑ Screening patients when making the appointment and upon arrival for COVID-19, including temperature checks.
- ❑ Screening for COVID-19 and other illness through drive up parking lot triage.
- ❑ No waiting room time, calling from your car, then being taken directly into a room.
- ❑ Limiting office capacity by reducing number of appointments.
- ❑ Creating contact free check-in/check-out.
- ❑ Removing common objects in the waiting room, such as toys, magazines, etc.
- ❑ Providing alcohol-based hand sanitizer available in all patient areas.
- ❑ Adopted a cleaning/disinfecting process schedule to limit spread.
- ❑ Utilizing Environmental Protection Agency (EPA)-approved cleaning chemicals with label claims against the Coronavirus.
- ❑ Separate entrance/exit doors to avoid patient-to-patient contact.

## RESOURCES

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