

MA Phase 1 Reopening Policies Template for PPOC Practices



Essential Services to be Provided by the Practice During Phase 1

The practice will provide the following high-priority health services to our patients and families:

- In-person visits for:
 - well child visits including immunizations, screenings, etc.
 - acute health conditions that cannot be adequately evaluated and/or managed by telephone or telehealth
 - chronic health conditions that cannot be adequately evaluated and/or managed by telephone or telehealth
 - behavioral health or social conditions that cannot be adequately evaluated and/or managed by telephone or telehealth
 - visits for procedures necessary to protecting the health of the patient (e.g., catch-up vaccines or screenings, urgent laboratory evaluations or other tests, minor in-office procedures such as laceration repair, drainage of skin abscesses, etc.)
- Telehealth or telephone visits for all other services that can be adequately managed through these modalities.

The practice will not perform aerosol-generating procedures (e.g., nebulizer treatments) within the office.

Personal Protective Equipment (PPE) and Other Essential Supplies

All staff will wear an ear loop mask and eye protection at all times while in the office except in a designated clean room/area for eating where they will maintain 6 feet of space between individuals. Additionally, clinical staff caring directly for patients will wear gloves for any contact with patients with COVID-19 compatible symptoms. Staff will perform careful hand hygiene following any patient contact.

The practice will maintain an adequate supply of PPE from the following sources:

- Ear loop masks: **McKesson, Henry Schein, PPOC, Amazon**
- Eye protection: **McKesson, Henry Schein, PPOC, Amazon**
- Gloves: **McKesson, Henry Schein, PPOC, Amazon**

Workforce Safety

The number of staff members on site should be minimized to the number necessary to provide patient care. Those who can work effectively from a remote location should continue do so (e.g., billing and other administrative staff).

All staff will follow the practice's PPE and social distancing policy as above under Personal Protective Equipment (PPE) and Other Essential Supplies.

All staff will be screened each day upon reporting to work for COVID-19 compatible symptoms including fever, chills, cough, shortness of breath, sore throat, body aches, new headache, new loss of taste or smell. Any staff member responding positively will be sent home immediately and follow DPH guidance for return to work. Exam rooms will be entered by clinical staff only as necessary to care for the patient.

Patient Safety

Upon scheduling office visits, the practice will inform patients/families that patients should be accompanied to office visits only by parents/guardians or other caretakers as needed to facilitate the visit.

All patients/families coming to the office will be screened for COVID-19 compatible symptoms using the screening questions in PPOC's Epic system which will be kept updated to DPH/CDC standards by PPOC. Any patients/families responding positively to the screening questions will be cohorted away from other patients/families by being met by clinician upon arrival at back door and roomed immediately in blue or purple room. Office staff will advise patients to call from parking lot to alert CMO of their arrival.

All patients/families and companions will be required to wear face coverings while in the office except for children under 2 years of age and those who cannot wear face coverings for medical reasons. If an individual comes to the office without an appropriate face covering, an ear loop mask will be provided upon arrival.

Infection Control

The practice will maintain social distancing of patients/families and staff, as follows: all sick visits will be roomed upon arrival. No more than 2 families in waiting room (minimum of 6 feet apart) at the same time.

The practice will post signs reminding patients/families and staff of social distancing policies, face coverings, cough hygiene, etc. **at the front door, front desk, triage, exam rooms and bathrooms.**

All potentially infection-transmitting materials such as shared books and toys will be removed from the office.

Hand sanitizer will be provided **at the front desk, in all exam rooms, wall units throughout the building.** Sinks with an adequate supply of soap will be available in blue room, bathrooms, and upstairs hallway.

Waiting areas will be cleaned **twice daily**, by wiping down all seating and other surfaces with which patients/families may come in contact with **Super Sani Cloths, Clorox Wipes, Lysol, or EZ Kill wipes.**

Exam rooms will be cleaned after each patient visit as follows.

- Perform hand hygiene, puts on gloves
- Change exam table paper

- Clean the following high-touch-surfaces with ***Super Sani Cloths, Clorox Wipes, Lysol, or EZ Kill wipes***
 - Chairs, including armrests
 - Computer accessories (keyboard, mouse)
 - Work surfaces (desks, instrument tray table)
 - Shared medical items/devices used during encounter (i.e. otoscopes, thermometers, BP cuffs, scale, exam lights)
 - Other items in the room that may have been touched by staff and/or patients (i.e. light switches, door knobs, miscellaneous items)
- Remove gloves, performs hand hygiene

Compliance Leader

Marnie Burton, CPNP has been designated as the practice's compliance leader and is responsible for overseeing ongoing compliance with the standards and criteria outlined in this document and the DPH Provider Reopening Guidance.