

MEDICAL SERVICES: GENERAL

This section includes medical doctor's offices, urgent care facilities, chiropractic clinics and physical therapy offices.

AVERAGE LEVEL OF CUSTOMER INTERACTION



Physicians, allied health professionals and staff members interact with multiple patients each day, and patients interact with multiple staff members during each encounter.

EMPLOYEE + PATIENT PROTECTION



- Staff will be educated and trained on the appropriate use and disposal of personal protective equipment (PPE) and will have appropriate PPE available to them.
- All employees will wear facemasks and gloves. One facemask can be used per day. Gloves will be disposed of and changed after each client.
- It is recommended that all patients wear facemasks during visits



- All staff will be screened for symptoms of Covid-19 including the taking of temperatures each day upon arrival at the facility. Any staff with any signs or symptoms will be immediately sent home or referred to the appropriate health care facility.
- Patients will be screened upon arrival and those who are ill or possibly with symptoms of Covid-19 will be referred to the appropriate healthcare facility.



- Patients will be required to wait in their vehicles and will be notified via cell phone when an exam room is available, or wait in waiting room set up with 6 foot distancing (10-12 square feet). They will be escorted directly to the exam room.
- Persons accompanying patients will be required to wait in the car. Exceptions include a parent/guardian when a child is the patient and caregivers for elderly patients or patients with disabilities.
- Routine follow ups on stable conditions and the reporting of test results will be done via telemedicine or the patient portal.
- Encourage telemedicine for all non-emergent visits for patients with transportation difficulties or advanced age with significant chronic disease.
- When possible, some encounters may be completed in the parking lot to avoid the patient entering the office building.



- Office and exam rooms will be cleaned and disinfected between patients.
- Any equipment used will be cleaned and disinfected after each use.
- No books/magazines will be provided to patients.
- Bathrooms should be sanitized after use.
- Sanitize any high-traffic areas, such as doorknobs, counters, etc.



- Staff at checkout will be required to wear gloves.
- Credit card receipts will be emailed or mailed to the patient; no exchange of paper between staff and patient will take place.
- Sanitize point of sale equipment after each use, including pens.
- Protective shields can also be installed at point of sale areas for added safety.