

## 9 Ways We Recommend to Keep your Patients and Staff Safe

### Communicate with your patients about COVID-19 and keeping them safe

- Create talking points for front office staff when patients call
- Send out weekly emails, posting videos and updates on social media to keep patients updated on your procedures for seeing them safely

### Reduce Risk of Contact for Pre-Visit

- Triage patient with mild symptoms to **phone consultation or Telehealth**, if available
- For patients assessed as needing hospital assessment, redirect to emergency room
- Route patients to the CHOA Covid-19 Pediatric Assessment Tool ([www.choa.org/assessment](http://www.choa.org/assessment))

### Reduce Risk of Contact at Check in

- Screen patient again for any symptoms, travel and exposure immediately
- Offered check in at the desk or by phone upon arrival and return to their vehicle until visit
- Limiting number of persons in waiting area

### Reduce Contact in Waiting area by separating Well and Sick Visits:

- Scheduling at specific time of day (morning/afternoon)
- Creating separate waiting areas (with separate entrances, if available)
- Send patients to different offices or partner with another practice to separate per office
- Schedule the most vulnerable patients for the first visits (newborns, patient with chronic conditions)

### Reduce Disease exposure by enhanced cleaning procedures for the office:

- Remove all toys, books and magazines from waiting areas, exam rooms, and common areas
- After each visit, enhance your cleaning practices on all high touch surfaces (doorknobs, exam tables)

### Reduce Risk during visit:

- Foam up, use hand sanitizer, or wash hands so family can see this activity
- Wear basic PPE (Gloves, goggles and Mask) when examining all children
- Limit the number of people in room (1 parent/child only)
- Designate sick only rooms vs. well visit only rooms

### Reduce Risk at Check out

- Check out patient in room or let them leave via separate exit, if possible
- Create a 6-foot corridor to exit, if possible

### Reduce Risk to Vulnerable Staff (>60 years, chronic conditions):

- Have them see well patients only
- Conduct / assist with telemedicine visits
- Work from home

### Reduce Risk of Staff Burnout:

- Implement daily huddle
- Talk to your staff about taking care of themselves including their mental health
- Set up a text group to communicate quickly in case of issues