

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 + CUSTOMER PROTECTION



- Staff should be educated and trained on the appropriate use and disposal of personal protective equipment (PPE) and should have appropriate PPE available to them.
- All employees should wear face masks and gloves. One face mask can be used per day. Gloves will be disposed of and changed after each client.
- Patients will be encouraged to wear face masks.



- 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 should 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 may be required to wait in their vehicles and may be notified via cell phone when an exam room is available. They could be escorted directly to the exam room.
- Persons accompanying patients may 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 may be done via telemedicine or the patient portal.
- When possible, non-emergent conditions should be handled via telemedicine.
- When possible, some encounters may be completed in the parking lot to avoid the patient entering the office building.
- High-risk patients should use a separate entrance and exit.



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



- Staff at checkout should be required to wear gloves.
- Credit card receipts may be emailed or mailed to the patient; no exchange of paper between staff and patient should 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.