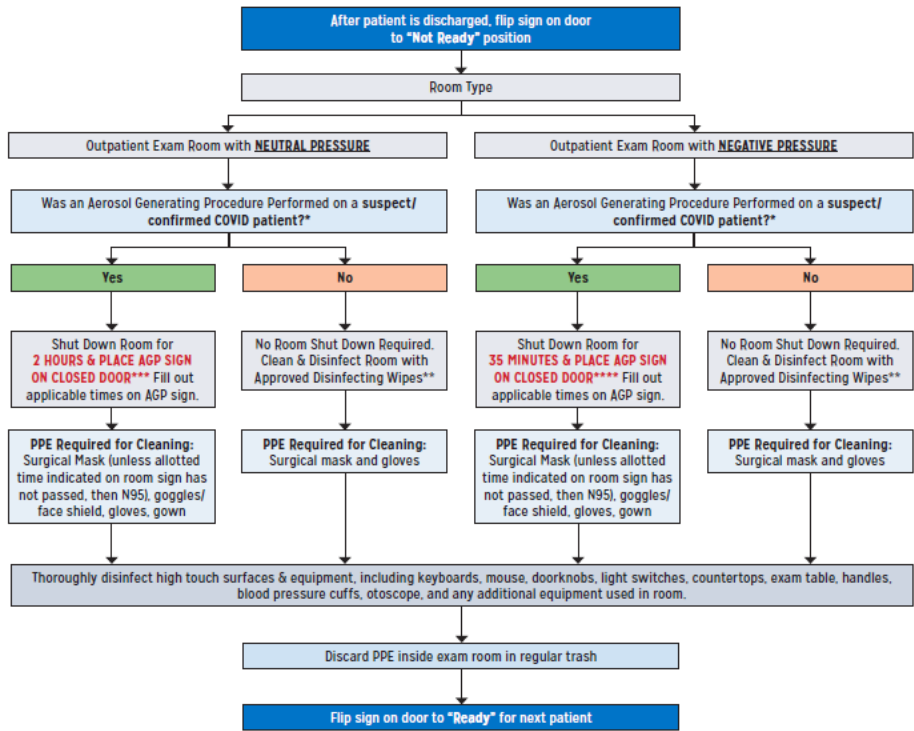


Ambulatory Site Readiness and Post COVID-19 Operational Expectations

(Please note: The following information is pulled directly from HFHS; as such, embedded links will not work)



- Curtains in exam rooms do not need to be removed and/or changed between patients (including COVID positive) *unless* they are visibly soiled.
- All trash generated in COVID positive rooms should be disposed of in regular trash.

References from Cleaning Workflow: * See Tier 1 Policy: High Risk Procedures—Intubation and Other Aerosol-Generating Procedures (AGP) ** Approved COVID-19 Disinfecting Wipes *** COVID-19 Sign for AGP for Non-Negative Pressure Rooms **** COVID-19 Sign for AGP in Negative Pressure Rooms	* Aerosol Generating Procedures Include: <ul style="list-style-type: none"> - Intubation and extubation - Manual ventilation - Open airway suctioning - Tracheostomy procedures - Bronchoscopy - Surgery and post-mortem procedures involving high speed devices - Some dental procedures - Non-invasive ventilation (NIV) such as BiPAP and CPAP - High-frequency oscillating ventilation (HFOV) - Induction of sputum - Chest physiotherapy - Nebulizing therapy - High-flow nasal cannula or oxygen 	Non-Aerosol Generating Procedures Include: <ul style="list-style-type: none"> - Nasopharyngeal (NP) specimen collection - Oral suctioning - Use of inhaler or metered dose inhaler (MDI) - Coughing - Sneezing - Vomiting - Feces - Urine - Thoracentesis - Lung biopsy - Lung ablation - Pleural drains - Chest tube for pneumothorax
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Patient Scheduling and Appointments

Scheduling:

- The provider/resource schedule should be built to decrease the risk of patients waiting in the lobby. Minimally this is department-specific but there will be instances that require provider-specific modifications.
- Virtual visits should be the first option when scheduling appointments.
- Consider a schedule that alternates in person appointments with virtual visits.

Appointment:

- When possible MA to room patients immediately. Clinical team member will only walk the patient to the room and will not take weight, vitals etc.
- Create a contingency plan to manage overcrowding in the waiting areas.
- Register patients online or over the phone in advance.
- If facility lacks a waiting area, then designated areas or waiting lines should be created by partitioning or signage.
- If waiting in line must occur, provide visual indicators (i.e. floor signs) of placement to ensure 6 feet of distance between individuals is maintained.

Seating arrangements

- When possible, chairs should be arranged in a manner to maintain a 6-foot distance from others.
- Chairs that are unable to be separated should be visibly distinguished with wipeable signage to encourage 6 feet of separation.
- In small spaces that cannot be divided, physical barriers are recommended to be placed in between chairs.
- Allot space for family seating.
- Consider designating sick areas, well areas and family areas.
- Consider having the clinical assistant assign seating for patients/visitors to maintain social distancing.

OTHER CONSIDERATIONS

Group Practice Settings (e.g.: PT, Rehab services)

- Equipment or exam areas in close proximity should be separated or visibly distinguished with wipeable signage to encourage 6 feet of separation.
- Consider implementing one-way patient flow with applicable signage.

Group Therapy and Classes

- Class sizes should be contingent on the space in which the class is taking place and the ability for participants to maintain 6 feet of distancing from others.
- Recommend increasing frequency of classes with smaller class sizes.
- Consider virtual classes and therapy when possible.

Break Rooms

- Consider staggering break times to reduce crowding around appliances and tables.
- Consider putting up solid barriers on tables in case more than one person needs to sit and eat at one time.
- Consider reducing the number of chairs to ensure social distancing.
- Consider placing signage on tables to ensure proper social distancing in each seat – sign says yes or no to sit.
- Establish a regular cleaning schedule for this space.
- Post capacity on break room. Supply disinfectant wipes and hand sanitizer near high touch appliances.

Clean Rooms, Other Small Spaces:

- When feasible, no more than one person at a time should enter a small space unless at least 6 feet of separation can be guaranteed, when all parties are masked.

Cafés & Cafeterias

- Consider staggering break times to reduce crowding in space.
- Consider putting up solid barriers on tables in case more than one person needs to sit and eat at one time.
- Consider reducing the number of chairs to ensure social distancing.
- Establish a regular cleaning schedule for this space.
- Post capacity on break room.

Pharmacy Services

- Consider providing curbside pick-up and prescriptions by mail.

Finishes and Fabrics

- As spaces are updated, renovated and modified, consider using only tile flooring (no carpet) and only vinyl, leather or water-resistant/non-porous fabric for furniture.
- When cleaning soft (porous) surfaces, such as carpeted floors, rugs, drapes, remove any visible contamination using any appropriate cleaners indicated for use on these surfaces. After cleaning, launder items using warm water when possible.