COVID–19 Recovery Checklist

Preparing to Re-Open the Office

☐ Removal of extraneous items:
- Reception area
- Front Desk
- Operatories
- Restrooms

☐ Signage to post in the office for patients
- https://www.cdc.gov/coronavirus/2019-ncov/downloads/stop-the-spread-of-germs.pdf

☐ Disinfecting schedule (and assigned staff) for non-clinical areas, restrooms, doorknobs etc.

☐ Addition of items:
- Hand sanitizer station with signage
- Extra tissues
- Paper masks

Patient Entry

☐ Who will be admitted?
- Patient only
- Minor patient with one parent

☐ How many patients will be seen in the office at one time?

☐ Assign "runners" (sterilization tech, front desk associate, assistants) and extra team members to manage patient entry process and escort patients to the treatment area

☐ Determine patient check-in procedures (text, phone call etc.) and office response procedures

☐ Establish patient entry safety measures:
- Temperature check prior to entry
- Travel history screening pre-visit
- Potential exposure screening pre-visit
- Patient protective attire (masks, gowns etc.)

☐ Create documentation to communicate patient safety precautions and patient check-in process to every appointed patient (all in patient-friendly language)

☐ Re-purpose your appointment confirmation communication system to send regular updates about the office and how you will be handling future and rescheduled appointments. Send an update asking patients to follow you on social media.

☐ Define policy on pain reliver recommendations (specifically ibuprofen)

Staff

☐ Assign roles in the patient entry process and design the flow

☐ Establish safety protocol for staff:
- Temperature checks
- Exposure disclosure policy
- Travel policy

☐ Define and educate on available PPE requirements for each department/position

For example:

- Face shields
- KN95 masks
- Level 3 masks

- Level 1 masks (Front desk only)
- Long sleeve clinic jackets
- Shoe covers
- Gowns

☐ Create and communicate a plan for proper disposal of PPE

☐ Create and communicate a plan for work uniform sanitization (i.e. laundering requirements, shoe bleaching, etc.)

Front Desk

☐ Determine any new payment plans or financial options that will be offered

☐ Script a message to patients communicating any new payment options or deferrals

☐ Determine scripting for appointment communication systems

☐ Determine scripting if conducting personal appointment confirmation calls

☐ Post all safety measures for the patient entry process in patient-friendly language on both the website and social media so that patients will feel more comfortable making an appointment

☐ Examine schedule and revamp blocks to accommodate any State or ADA-mandated regulations that may require extra time (20-minute buffer per patient per operatory for PPE, sanitation etc.)

☐ Consider blocking the schedule to cluster aerosol producing procedures at the end of the morning and end of the day

☐ Define and communicate payment policy and procedure (phone payments only, credit card only, etc.)

☐ Define protocol for making follow up appointments (who, when?)

☐ Assign a team member to check insurance eligibility for <u>every</u> patient on the schedule for the next 6-12 months

☐ List mid-year insurance renewals and plan to contact every patient with remaining benefits. Use a patient friendly script to contact those patients and encourage them to use the benefits before they are lost

☐ Contact individual insurance companies to inquire about whether you are allowed to charge an infection control fee and how much they will pay (if at all). Determine procedure for documenting and coding.