



In an effort to reduce the spread of the COVID-19 virus, protect service providers, and safeguard the public, the following practices should be implemented for healthcare facilities such as physician offices, outpatient clinics, urgent care and similar practices

PURPOSE

LIMIT THE NUMBER OF PEOPLE INSIDE THE FACILITY

ENSURE DISTANCING BETWEEN EMPLOYEES

REDUCE UNNECESSARY CONTACT WITH PATIENTS

REDUCE CROSS CONTAMINATION BETWEEN PATIENTS

PRACTICE

Consider only allowing the person who is receiving care (and caregiver if necessary) to enter the facility when possible

Each work station should be a minimum of 6 feet from any adjacent stations, unless separated by a wall.

The number of employees in a common area (break or lunch room) should be limited to ensure a minimum of 6 feet between employees.

Surgical masks and/or N95 should be worn by those providing direct care. Encourage clients, especially those that are ill, to wear masks and cloth face coverings.

Patients should not congregate in waiting areas, and only the service provider and active clients (and their caregiver if necessary) should be in the building.

Perform appropriate hand hygiene between patients.

Perform a pre-service questionnaire with patient before they enter the building (on the phone or when they arrive).

Clean and disinfect frequently touched surfaces, door knobs, handles, and reusable masks throughout the day. At a minimum, once per day.



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Social Distancing & Work Practices

- Maintain six feet (6') or more between employee work stations, unless separated by a wall or partition.
- The number of employees in a common area (break or lunch room) should be limited to ensure a minimum of six feet (6') between employees.
- Offer work from home options, as much as possible.
- Stagger shifts, breaks, and lunch schedules.
- Conduct phone/email/virtual meetings instead of in person meetings, even when at office. If meeting in person, ensure six feet (6') of distance between employees.
- Discourage nonessential vendors and deliveries from entering facility.
- Discourage nonessential travel of employees.
- Post internal signage that can be used to alert or remind employees about guidance and expectations.
- Those providing direct care should wear a surgical facemask at all times.
- Encourage sick employees to stay home.

Cleanliness

- Pre-screen employees before their shift.
- Offer plenty of hand sanitizer in various locations and encourage usage.
- Keep restrooms stocked with soap and/or hand sanitizer.
- Routinely clean and disinfect restrooms daily or more if possible. You may want to increase cleaning of high-touched surfaces such as faucets, toilets, doorknobs, and light switches.
- Provide wipes, sanitizer, and cleaning products throughout workplaces to allow for frequent sanitation of frequently touched services.

Safety

- People shall not visit nursing homes, long-term care facilities, retirement homes, or assisted living homes unless to provide critical assistance or in end-of-life circumstances.

Plan

- Develop an infectious disease preparedness and response plan, including policies and procedures for workforce contact tracing and customer tracking for when an employee or customer that was in your facility tests positive for COVID-19 (work with the Macon County Health Department).



PRE-SERVICE PATIENT QUESTIONNAIRE

In order to provide services to a patient, the following questions should be asked of a patient prior to their entry into your facilities. If the patient answers that they exhibit symptoms or are at risk of exposure due to travel or proximity to an infected person, develop a plan for quick check in and bringing them into a room right away. For your protection it is suggested that you retain this form, should a patient begin to show symptoms after your performed services.

PATIENT NAME AND DATE OF SERVICE

YES	NO	SYMPTOM & RISK CHECKLIST
<input type="checkbox"/>	<input type="checkbox"/>	Do you have or have you had a fever of over 100.4 in the last 72 hours?
<input type="checkbox"/>	<input type="checkbox"/>	Do you have a cough that is not normal for you?
<input type="checkbox"/>	<input type="checkbox"/>	Are you experiencing shortness of breath or difficulty breathing?
<input type="checkbox"/>	<input type="checkbox"/>	Are you experiencing body aches?
<input type="checkbox"/>	<input type="checkbox"/>	Do you have a sore throat?
<input type="checkbox"/>	<input type="checkbox"/>	Are you experiencing a new loss of smell?
<input type="checkbox"/>	<input type="checkbox"/>	Have you traveled outside of Northeast Missouri in the last two weeks?
<input type="checkbox"/>	<input type="checkbox"/>	Have you been exposed to someone diagnosed with COVID-19 in the last two weeks?

If a patient is being seen for a sick visit, especially exhibiting any of these symptoms relating to or not relating to COVID-19, consider asking them to wear a face mask and put them into a room immediately after check in



COVID-19 EMPLOYEE ENTRY SCREENING QUESTIONNAIRE

In order to be allowed to work, the following questions should be asked of an employee prior to their entry into the facilities. If the employee answers that they exhibit symptoms or are at risk of exposure due to travel or proximity to an infected person, they should be denied entry. For your protection it is suggested that you retain this form, should an employee begin to show symptoms.

SYMPTOM & RISK CHECKLIST

EMPLOYEE NAME AND DATE

YES

NO

Do you have or have you had a fever of over 100.4 in the last 72 hours?

Do you have a cough that is not normal for you?

Are you experiencing shortness of breath or difficulty breathing?

Are you experiencing body aches or chills?

Do you have a sore throat?

Are you experiencing a loss of smell?

Have you traveled outside of Northeast Missouri in the last two weeks?

Have you been exposed to someone diagnosed with COVID-19 in the last two weeks?

EMPLOYEE SIGNATURE _____

Entry will be denied to any individual who refuses to complete the questionnaire in its entirety, any individual who is positive for any three (3) screening questions, and/or with new onset of the following symptoms: 1) Fever \geq 100.4 in past 72 hours. 2) Persistent cough, that is not normal for you. 3) Shortness of breath.



The following “Best Practices” have been developed by several individuals within the profession as advice on what facilities can do to protect their employees and patients. While not mandatory, we view them as additional measures that can greatly reduce unnecessary interaction between individuals.

- Take the temperature of employees before beginning a shift.
- Take the temperature of patients prior to entering the building.
- Remove magazines and any self-serve food or beverages.
- Have patients swipe their own credit card, or have customers prepay using a payment service app.
- Have hand sanitizer readily available for use by the general public and your staff.
- Assign restrooms that can be dedicated for staff use.
- Have staff commit to following stay-at-home guidelines, even if not required and limit your unnecessary exposure to excessive people in your personal time.
- Services should be appointment only. No walk-ins.
- Space appointments out far enough patients are not all coming in at once. Do not “double book” appointments.
- Consider having patients wait in their cars until their appointment time.
- One service provider to a client at a time.
- Allow enough time between services to sanitize and disinfect all work areas and rooms.