

Checklist for Resuming Services

For Independent Affiliate and Private Community Providers



This document serves as a checklist to accompany the guidelines for resuming services

Ambulatory Clinics – Ambulatory Office Visits and Procedures - In addition to continuing telehealth visits, providers are encouraged to implement steps to safely resume in-office visits and procedures.

- Consider adopting Trinity Health guidance on telehealth and in-person visits
- Ensure telehealth functionality is on a secure platform
- Prioritize outreach to patients to ensure care needs are met with consideration of
 - Patients who had canceled appointments that were not rescheduled
 - Patients who have an outstanding diagnostic test or procedure due
 - Patients whose care was interrupted by COVID-19
 - Patients who need to be seen for chronic condition management/preventative health
- Implement plan to resume in-office surgery/procedures aligned with municipal, county, and state health authority regulations and executive orders
- Consider adopting St. Peter's Health Partners' guidance to resume in-office procedures
 - Facilities can receive patients safely
 - Prior to start-up sanitation standards must meet CDC guidelines
 - All in office procedures done in a COVID free zone
 - Determine that adequate PPE is available
- Coordinate with St. Peter's Health Partners' for guidance to resume procedures at ambulatory or inpatient facilities
 - Case prioritization and OR block time
 - Scheduling with adequate time for preoperative testing (includes COVID-19 testing)
- Resume routine diagnostic testing in alignment with municipal, county and state health authority regulations and executive orders
 - Check with St. Peter's Health Partners lab and radiology centers for guidance
- Understand local COVID-19 testing requirements and access.
 - Please check with your local St. Peter's Health Partners locations regarding availability of testing
- Ensure appropriate PPE is available and utilized in the clinic setting for both COVID-free zone (Well Clinic) and non-COVID-free zone (Sick/FURI Clinic)

Ambulatory Clinics – Office and Ambulatory Clinic Operations - We are recommending these Actions and tasks to safely care for patients in the office setting

- Adopt standard process for cleaning rooms and high touch surfaces
- Ensure availability of recommended supplies based on CDC guidance and OSHA's standards
- Adjust business operations processes to prevent and reduce the spread of infection
 - Adopt paperless or virtual registration process
 - Consider extended office hours/days to catch up on deferred visits
 - Provide patients with pre-visit instructions
 - Adopt appropriate social distancing and infection control policies (e.g. one-way patient flow, use of non-contact payment tools, physical barriers)
- Develop standard methods for patient communication for the following
 - Resumption of services
 - How to access services
 - What to expect during your appointment (telehealth or in person)
 - Appropriate signage for patients, persons accompanying patients, and colleagues
- Ensure safe clinic arrival and entry procedures:

- All colleagues, patients, and persons accompanying patients will be screened for COVID-19 symptoms and provided with a mask (if they do not have a mask) prior to clinic entry
- NO ONE will enter a COVID-free zone (Well Clinic) with a positive screening or without a mask
- Appropriate social distancing and circulation procedures are in place
- Ensure infection control protocols for reception areas, waiting rooms, and restrooms

Ambulatory Clinics – COVID-Free Zone (Well Clinic) and Non-COVID Free Zone (Sick/FURI Clinic)

Define separate care areas for COVID-Free Zones (Well Clinic) and patients with COVID-19 symptoms.

- Every effort should be made to separate COVID-free care and COVID care per CDC guidance
- Where a clinic is unable to maintain COVID-free status operations must consider
 - Separate entry for well vs sick patients
 - Separate reception, waiting room, exam room, and restroom areas
 - Separate staff caring for well vs sick patients
 - Appropriate PPE and strict cleaning policies
 - Scheduling COVID-free and symptomatic patients at different intervals in the day (ex: well AM and sick PM practice hours)

Ambulatory Clinics – Regulatory Guidance - Stay up-to-date with local, state, and federal regulations

- Adherence to regulatory and other guidance for non-COVID-19 health care
- Review and revision of policies and procedures to include COVID-19 considerations (e.g., pre-op checklist documentation, time-out scripts, etc.)
- Continued review of regulatory guidance and recommendations from professional societies and organizations to ensure policies, plans and care delivery is meeting current requirements

Ambulatory Clinics – Regulations for Persons Accompanying Patients

- Consider adoption of St. Peter's Health Partners' guidance for persons accompanying patients

Ambulatory Clinics – Building Infrastructure Systems

- Review St. Peter's Health Partners' guidance for building infrastructure systems
- Communicate with all vendors, deliveries should only be accepted outside the office. Consider restriction of vendor access
- Any maintenance and/or service vendors should follow the same masking and screening protocols as patients and persons accompanying patients' policies