



MAY 26, 2020

PHASE 1 REOPENING

1. Scheduling of appointments:

- a. Obstetric patients with virtual visits offered for 13 and 22-week visits postpartum visits
- b. High-priority preventative services including IUDs, Nexplanon, Depo-Provera
- c. Diagnostic procedures for high risk patients such as endometrial biopsies and colposcopies
- d. Urgent visits for evaluation of new concerning symptoms or problems that cannot be addressed through a virtual visit
- e. Virtual visits can be offered to address other non-urgent concerns.
- f. The schedule of patients is reduced to minimize the time spent by patients in the waiting room.
- g. Prenatal classes will continue to be held on a virtual platform.

2. Prescreening:

- a. Appointment reminders we will continue to send the following standard message to patients the day prior to scheduled in-person visits: *“If you have a cough, fever, or shortness of breath or have been exposed to someone with suspected Covid-19, please contact the practice about your upcoming appointment.”*
 - i. Scenario 1: Patient calls to report any symptoms of Covid-19 or who may have been in contact with someone who is positive for Covid-19 and or under the suspicion of COVID-19
 1. Front desk staff will send a message to the BWC RN pool. Patient is notified that a provider will call them to be triaged.
 2. Physician options include (but not limited) to the following:
 - a. Counsel to remain at home and monitor symptoms if appropriate (low risk for complications and likely viral respiratory syndrome). Ongoing monitoring from clinic.
 - b. Conduct virtual visit.
 - c. Counsel patient to report to the Emergency Room for additional evaluation as clinical symptoms dictate (notify ER).

- ii. Scenario 2: Patient presents to clinic and reports any symptoms of Covid-19 or who may have been in contact with someone who is positive for Covid-19 and or under the suspicion of COVID-19 (Identify, Isolate, Test and Call)
 1. IDENTIFY - Have proper signage directing ill patients to notify front desk immediately by telephone from outside:
 - a. Symptoms of fever and cough or shortness of breath
 - b. If the patient had recent travel to an area with active community transmission, or recent contact to a known case of COVID-19, or is over 65 year of age or immunocompromised (and no know reason for symptoms.
 2. ISOLATE – If the patient has already entered the office, place surgical mask (NOT N-95) on patient and place in exam room 8 or 7 (away from other patients). If an individual room is not available, the patient will be asked to wait in their car if symptoms are not life threatening. If symptoms are life threatening patient will be placed in exam room 8 or 7 where the patient will be evaluated until the patient can be transferred to the hospital.
 3. Staff will wear appropriate PPE – preferably N-95 mask (surgical mask if necessary), face shield and gloves.
 4. Conduct clinical assessment for treatment and disposition.
 5. Disposition the patient as clinically indicated. Suspects for COVID-19 can be monitored from home unless hospitalization is clinically indicated. Testing will be arranged as indicated.

3. Required Public Health and Safety Standards

- a. Health care providers will continue to follow the most recent guidelines issued by DPH that align with the CDC as it relates to PPE usage, including any updated guidelines released subsequent to the date of the May 18 guidance. In addition, health care providers must meet the following three standards related to PPE supply.
- b. Commonwealth OB/Gyn will ensure that there is adequate supply of PPE and other essential supplies for the expected number and type of procedures and services that will be performed. To meet this requirement, providers may not rely on additional distribution of PPE from government emergency stockpiles.
- c. Commonwealth OB/Gyn will take reasonable steps to maintain a reliable supply chain to support continued operations.
- d. Commonwealth OB/Gyn providers follow appropriate PPE use policies for all services and settings in accordance with DPH and CDC guidelines.

4. Workforce Safety

- a. Commonwealth OB/Gyn will provide appropriate PPE to perform the service or procedure and any related care for the patient. If appropriate PPE is not available to protect the health care workers involved in the patient's care, the service/procedure will be cancelled.
- b. Health care providers and other staff must wear at least surgical facemasks at all times, consistent with DPH's Comprehensive PPE Guidance. Masks must be worn appropriately, covering nose and mouth. Hand hygiene will be practiced before and after placement or removal of the mask.
- c. Eye protection (goggles, visor, or mask with visor) and N95 or equivalent respirator masks must be provided by the health care provider and worn by all health care workers while engaged in direct patient care for procedures with increased potential for droplet aerosolization.
- d. Commonwealth OB/Gyn will restrict the number of health care workers in the treatment space to those individuals necessary to complete the service or procedure for the patient.
- e. Employees will attest daily that they are free of symptoms of COVID-19 prior to entering the facility or office by completing a COVID Pass questionnaire that is required by Partners Healthcare. Employees will notify the office manager immediately if they begin to have any COVID-19 symptoms including cough, shortness of breath, difficulty breathing, fevers, chills, muscle pains, headache, sore throat, new loss of sense of smell or taste.
- f. Commonwealth OB/Gyn will adopt policies that address health care worker safety and wellbeing.
- g. Staff work stations will allow for appropriate social distancing to the maximum extent possible. Physical barriers will be instituted as necessary.
- h. Where possible a portion of the staff will continue to work remotely to reduce the number staff and providers in the office.
- i. Social distancing will be maintained for use of the break room. Lunches will be taken in shifts.

5. Patient Safety

- a. Commonwealth OB/Gyn will screen patients for symptoms of or known exposure to COVID-19 prior to entering the office/facility and again upon arrival.
- b. Patient companions are not permitted except under special circumstances when necessary for the patient's well-being. Visitors are always welcome to join visits by telephone or videoconference.
- c. Commonwealth OB/Gyn requires that all patients and visitors wear mouth and nose coverings as consistent with DPH guidance. However, the health care provider may consider waiving the requirement for mask and nose coverings for patients and/or companions in special circumstances consistent with applicable guidance. In this setting, the employee will use eye protection during face-to-face encounters.

6. Infection Control

- a. Social distancing and limiting of contact between patients will be achieved through reduced on-site volume of patients and strategic scheduling.
- b. Patients are asked to sit 6 feet apart in the waiting room in appropriately spaced seating. Patients may be asked to wait in their cars or outside the office until their appointment begins. The time in the waiting room will be minimized by prompt rooming of the patients.
- c. Signs are posted to emphasize public health measures (i.e., distancing, coughing etiquette, wearing of face coverings, and hand hygiene).
- d. Hand sanitizer is available to all patients and staff.
- e. Providers and staff will practice appropriate hand hygiene with use of hand sanitizer before and after patient contact and frequent hand washing throughout the day. Appropriate selection of PPE based on the nature of the patient interaction and potential for exposure to blood, body fluids or infectious agents.
- f. Public spaces and high touch surfaces will be sanitized frequently throughout the day. Doors to public spaces will be propped open. Patient rooms will be wiped down after each patient use. Frequent routine cleaning is performed to decrease transmission to protect staff and patients. Included in the cleaning is reusable medical equipment (e.g., blood pressure cuffs, examination tables, phlebotomy chairs, etc) as well as other shared devices.
- g. Patients are pre-screened prior to check-in. For forms that require a signature, patients are asked if they consent to having the staff sign for them to eliminate touching of the signature pen. Patients who do not have an insurance card on file are asked to email their card to commonobgyn305@gmail.com
- h. Patient who have a copay and or a balance are asked to pay by logging into their gateway.