PRIMARY CARE ROADMAP TO RECOVERY

1. RECOVERY PREREQUISITES

2. PILOTING THE SET-UP

3. RECOVERY
1 RECOVERY PREREQUISITES

PHYSICAL SPACE

- Set up your office in a way that promotes social distancing and properly triages patients based on their need and reason for visit
- Equip your waiting room with tissues, sanitizer, masks, plexiglass barriers and other items necessary to prevent the spread of COVID-19
- Consider separate layout for COVID and non-COVID procedures

STAFFING

- Determine which staff are essential to patient visits versus which can telework
- Ensure staff essential for in-person visits have tested negative for COVID-19 infection for at least 14 days

EQUIPMENT (PPE) AND SUPPLIES

- Secure PPE for at least one week to cover essential staff
  - Acquire a regular flow of PPE from your primary vendor
  - If not, secure alternative vendor
  - If not, contact Local Health Department and request additional PPE
- Secure proper supplies and equipment to handle anticipated patient volume
- Establish a method for staff to sanitize and properly discard PPE once finished working with COVID-19 patients

SAFETY PROCEDURES

- Document sanitization/sterilization procedures for all persons within the building
- Secure proper facilities to dispose of testing equipment in a safe and proper manner consistent with county/state regulations
- Establish safety procedures for seeing patients
  - Limit patient companions
  - Establish sanitation procedures
  - Require facemasks
  - Produce and begin sharing educational information for patients about the transition

PATIENT CARE CONSIDERATIONS

- Plan to triage patients with thermometers and a questionnaire to determine possible exposure and symptoms
- Determine how you will handle walk-in patients
- In-office testing (if applicable)
  - Design your office to separate patients who come in specifically for COVID testing from patients who arrive for non-COVID related and elective procedures
  - Minimize patients and staff crossing between COVID and non-COVID areas
  - Set aside a specific waiting area for patients who come in for testing
  - Secure enough kits to accommodate the patients scheduled for testing
  - Acquire proper labeling and lab forms to submit collected samples from tests
  - Determine method to contact positive patients and establish referral pathway for those who need extensive treatment and/or care
EQUIPMENT (PPE) AND SUPPLIES

- PPE Supplier List
- PPE Vendor Resources
- PPE Emergency Medical Material Request Form

SAFETY PROCEDURES

- CDC Use of Cloth Face Coverings to Help Slow the Spread of COVID-19
- CDC DIY Mask Guide
- CDC Guide to Social Distancing
PILOTING THE SET-UP

ENSURE WORKPLACE SAFETY

- Conduct staff testing and establish safety procedures for staff
  - Consider implementing a temperature-check policy
  - Communicate personal health requirements to staff

STRATIFY PATIENT POPULATION FOR SCHEDULING VISITS

- Conduct panel analysis of CRISP data on existing positive cases
- Establish modified hours for visits and safety protocols
- Schedule in-office visits for different groups
  - Different days for at-risk and vulnerable patients versus healthy patients
- Consider using a triage zone outside of office or main area
  - Schedule telehealth and non-office based care for other patients including follow-ups and patients uncomfortable with office visits

IMPLEMENT OR UPDATE TELEHEALTH VIRTUAL VISIT PROTOCOLS

- Review and update telehealth and virtual visit protocols
- Ensure internal scheduling allows for providers to focus on virtual visits in a streamlined manner
- Schedule staff based on in-person and telehealth visit schedule

MODIFY PROTOCALS BASED ON TEST RUNS

- Adjust staffing based on testing results, sanitation capacity, (admin, clinical, etc) and phasing approach (if necessary)
- Review staffing and scheduling approach at regular intervals
ENSURE WORKPLACE SAFETY

- Pandemic Preparedness in the Workplace and the Americans with Disabilities Act
- Ten Ways Healthcare Systems Can Operate Effectively during the COVID-19 Pandemic

STRATIFY PATIENT POPULATION FOR SCHEDULING VISITS

- Maryland Primary Care Program COVID-19 Telemedicine Guide
- Viewing COVID-19 Data in CRISP
1. **Stage 1**

- Re-open with a few in-person visits a day, working on a modified schedule. (modified hours, e.g., 2 days office/3 days non-office)
  - Implement a flexible schedule, with a longer span of the day with more time in between visits to avoid backups and allow for enhanced sanitation procedures between patients
  - Consider bringing employees back in phases to reduce contact:
    - Implement a modified schedule for employees to work on alternating days.
    - Continue remote tele-work for staff who are able to do so
  - Conduct office visits and test at-risk patients:
    - Utilize tele-triage to screen patients before scheduling an in-office visit.
- Subsequent visits once cleared:
  - Determine where to keep visitor screening logs and what information to collect
  - Limit patient companions to necessary individuals only
- Other patients:
  - Refer positive tests for contact tracing
    - Provide official documentation to patients who test negative
    - Positive patients should be quarantined

2. **Stage 2**

- Open practice for all essential office and medical functions
  - Conduct panel analysis before more broadly opening office
  - Take precautions to protect vulnerable patients
  - Conduct a COVID-19 pre-screening prior to the patient being seen.
  - Designate separate waiting areas for “well” and “sick” patients in practices where sick patients need to be seen.
- Expand office visits and testing based on practice-determined criteria
**APPENDIX**

- American Medical Association Reopening Recommendations
- Medical Group Management Association (MGMA) Reopening Checklist
- MDPCP Patient Rooming Workflow
- MDPCP Scheduling of In-Office Appointments
ADDITIONAL RESOURCES

- CDC Coronavirus (COVID-19) Homepage
- CDC Facebook Page
- CDC Guidelines: Recommendations for Re-opening Facilities to Provide Non-emergent Non-COVID-19 Healthcare
- CDC Print Resources to support COVID-19 recommendations
- Medical Group Management Association (MGMA) COVID-19: Sample Letter for Reopening a Practice
- National Governor’s Association: Roadmap to Recovery, and Public Health Guide for Governors