

PRIMARY CARE ROADMAP TO RECOVERY



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RECOVERY PREREQUISITES

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PILOTING THE SET-UP

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RECOVERY

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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

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RECOVERY PREREQUISITES

APPENDIX

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](#)

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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 PROTOCOLS 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](#)

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RECOVERY

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

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

- ◆ [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](#)