

Coronavirus Update 02/28/2020  
Cynthia Dill

As a follow up to Dr. Levi's email we would like to provide you with information more specific to your functional areas.

We have outlined below the workflow and process that will be in place. Stephanie is currently working to build screening questions into Fuji and OpenDr to assist staff with screening. Additional updates will be forthcoming as that is finalized.

### **Scheduling:**

All patients calling into the scheduling department will be screened for the Coronavirus by asking the following questions:

- Have you traveled to China in the last 14 days?
- Have you had close contact with a person known to have Coronavirus?
  - If **no**, proceed with scheduling.
  - If **yes**, to one or both screening questions, ask follow up question:
    - Follow Up Question: Do you have a fever, cough, or difficulty breathing?
      - Yes, the patient will need to be referred to the OA or Nurse for further discussion prior to scheduling. Collect pertinent contact information and email [oa@aminj.com](mailto:oa@aminj.com)
      - No, Proceed with scheduling.

### **Front Desk:**

Any patient entering the facility that is coughing should be given a mask and asked to wear the mask while they are in the facility. This is a part of our standard process and should be followed regardless of the Coronavirus. Please wipe work surfaces and counter tops throughout the day, please make sure you are using appropriate protective equipment (gloves) when handling cleaning solutions and materials.

All patients that walk into the office to schedule an appointment will be screened by asking the following questions:

- Have you traveled to China in the last 14 days?
- Have you had close contact with a person known to have Coronavirus?
  - If **no**, proceed with registration process.
  - If **yes**, to one or both screening questions, ask follow up question:
    - Follow Up Question: Do you have a fever, cough, or difficulty breathing?
      - Yes, move the patient to isolation
        - **Option 1:** Request the patient return to their vehicle and someone will contact them by phone.

- **Option 2:** Move them to the designated isolation area (established by the OA)
- Immediately notify the OA. If unavailable call Cyndy Dill (xt. 3155 or (609)204-9279), or nursing staff for assistance.
- The patient/staff will be provided additional instruction from the OA, Cyndy, or Nurse.
- No, Proceed with registration process.

**Technicians:**

Any patient that has been screened should observe directions provide during their time in the facility, including continued and appropriate use of facemasks. If at any time a patient does not observe these precautions you should immediately contact the OA and take appropriate precautions of your own.

Please continue to observe:

- Use of PPE
- Hand Hygeine
- Disinfecting of equipment between each patient

The information being shared is not intended to create alarm. Our goal is to prepare you for possible situations that may arise and educate you on how to manage them to avoid issues in the unlikely event that they occur. We demonstrate this same commitment to your safety through fire drills, code calls, etc.

If anyone has any questions please do not hesitate to reach out.