



## **Internal Policies and Procedures for COVID-19 Version 3/17/20:**

### **For LWT Team Members**

1. According to the President's Coronavirus Guidelines for America and the CDC at [Coronavirus.gov](https://www.cdc.gov), healthcare services "have a special responsibility to maintain your normal work schedule." Until otherwise directed, we are here to serve our patients, especially during this challenging time.
2. Reschedule patients with upper respiratory symptoms: Fever, Cough, Shortness of Breath until 7 days after symptoms subside or 72 hours post fever, whichever is later. Put a DPT on the phone if triage needed.
  - a. Allergy season: watery, itchy eyes, nasal congestion is not a contraindication to treatment
  - b. If a patient isn't feeling well, reschedule.
3. Keep our team and patients safe:
  - a. Ask patients to wash (preferable) or sanitize their hands on the way in the clinic and on the way out of the clinic each visit. Hand wash should be at least 20-30 seconds of lathering with soap after wetting hands and to include scrubbing the front, back, fingertips, and thumbs.
  - b. Take extra good care of our patients. Neck, back, shoulder, and knee pain do not go away because COVID-19 is here.
  - c. No more than 10 people in the clinic at all times.
  - d. As usual, staff should wash hands and disinfect after each patient. (wet with water, lather for 20-30 seconds with soap).
  - e. Avoid touching eyes, nose, and mouth.
  - f. Cover coughs and sneezes.
  - g. Wipe down the full surface of the NuStep with each patient.

- h. Provide disinfectant wipes for patient's to use.
  - i. Consider the elbow bump over a handshake.
  - j. Soap and paper towel rolls in the exam room, not just the restroom.
  - k. Sleep: Get your normal 7-9 hours. You are more susceptible to illness if you are not sleeping well.
  - l. When you enter our office for your shift, please wash your hands in the restroom or use the hand sanitizer provided.
  - m. Discontinue patient handling of clip boards. Patients still need to sign in.
  - n. We have plenty of soap and water and we have 1600 hand wipes ordered as of the 1st week of March.
  - o. We are increasing the amount of deep office cleanings per patient visit as well.
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- 4. Keep our list of patients who cancel or reschedule on our lost patient log and make note of a follow-up plan so we can help them recover when they are ready.
  - 5. We are offering brief video or phone telemedicine check in's paid for by the clinic to support our patients.
  - 6. It's a good idea to carry tissues and hand sanitizer with you to use throughout the day as you open doors or sign for purchases, etc. If you happen to sneeze, use a tissue and disinfect your hands afterwards. To be effective, hand sanitizer must be at least 70% alcohol.