

Health Center Reopening Outline

WHEN: May 11, 2020, in states that are “open”

WHAT: Health centers will begin providing non-urgent, in-person services for asymptomatic patients

COVID-19 STATUS: The threat of coronavirus has not been eliminated. The current situation in the United States continues to be community transmission, high risk and high rate of infections for healthcare personnel (HCP), absence of approved COVID-19 medications or treatment options, limited testing, and shortages of PPE (facemasks, N95 respirator masks, eye protection, gloves, and gowns). Social distancing and limited access approaches have been the main strategies in controlling the spread of novel coronavirus. As proper PPE shortages remain a concern, service types are outlined in phases.

As we remain committed to safety and prevention of coronavirus, health center services will be conducted in a manner that remains consistent with Centers for Disease Control and Prevention (CDC) and local public health authority recommendations. Therefore, services requiring prolonged in-person engagement with providers may not be available onsite in the initial phase of health center reopening.

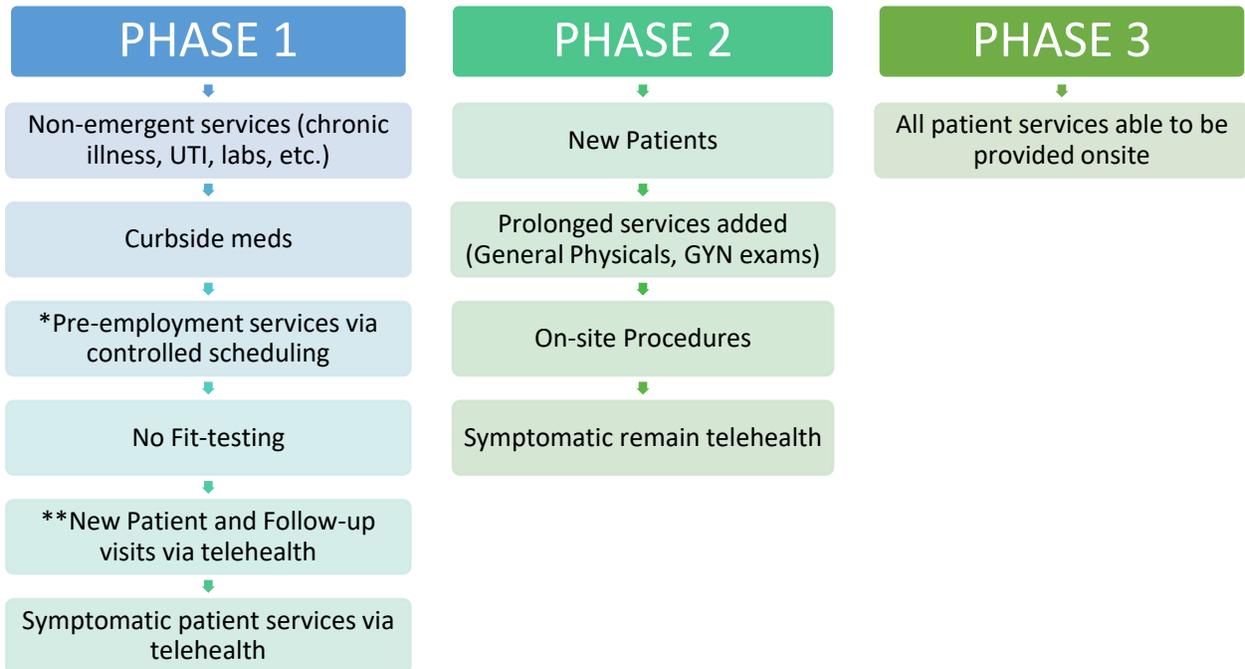
Health Center COVID-19 General Protocol for Patient Appointments

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| Patient screening before appointment confirmed | Patients who self-schedule will be contacted before appointment for screening | Patient temperature and re-screening before health center entry |
| Patients to wear masks and/or facial covering to appointment for source control | Staff to wear masks during work shift and patient encounters | Marked floors for distancing (where applicable) |
| No-Lobby waiting (immediate rooming) | No Walk-ins (call ahead only) | Disinfect all surfaces between patient encounters |

- Appointments will be spaced out to minimize number of patients on-site and/or checking in at same time. Appointment timing will be based on number of exam rooms, number of providers, as well as number of patients and types of visits scheduled within specified timeframes.
- Though transitioning to in-person access for most services, telehealth services will remain the mode of access for symptomatic patients. Without testing capability and with ongoing shortages of proper PPE, we must minimize exposure risk and assist symptomatic patients with finding the best resource for services.
- All patients will be screened for symptoms and exposure prior to entering the health center. Those with symptoms will be transitioned to telehealth visits and assisted with resources for further evaluation.

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Reopening Phases: Phases are not time-sensitive, but are primarily dictated by state and local recommendations regarding the state of COVID-19 containment and cases in communities near the health center.



**Coordination between health center staff and the client contact (employee scheduler) is required to minimize number of employees scheduled for pre-employment services at one time.*

***New patients that are asymptomatic require case-by-case analysis of appropriateness of telehealth or in-person services. Services requiring prolonged in-person engagement with providers may not be available onsite in the initial phase of health center reopening.*