

Resuming Out-Patient Services Policies – In effect starting 5/15/2020

Screening of Patients:

All patients will be screened for COVID 19 symptoms and risk factors before their office visit. This will occur at the time of scheduling for acute visits, by a Survey Monkey that is included in the 48 hour text and email appointment reminders or by phone call by the NCM for any remaining visits not screened. Valid screening must occur no more than 48 hours before the visit. Screening questions are attached.

Screening of Staff and visitors:

On arrival to the office, all staff and visitors must initial the calendar to indicate that they have taken their temperature and have no symptom or risk factor for COVID 19. Compliance is prompted by a sign and thermometer next to the calendar on the waiting room counter. Cloth masks are provided for all staff or other visitors.

Testing of Providers:

Both doctors and nurse will have PCR testing for SARS-CoV-2 every two weeks. Testing will be done at the office, and will be processed at SVMC. The room will be aired and all touch surfaces will be sanitized afterwards. For anyone who tests positive, their return to the office will be determined in consultation with our infectious disease specialist. Return to remote work will be determined by the staff's clinical course.

Personal Protective Equipment:

- All staff will wear at least a cloth mask when in the presence of other staff.
- All patient encounters will be conducted wearing a medical procedure mask and eye protection. A gown will be worn when extensive contact is anticipated, such as when giving a small child vaccines.
- All patients and patient companions must wear an adequate mask that covers their mouth and nose, either their own or one provided by us, at all times while in office.
- All patients must sanitize their hands before entering the office and again at intervals during the visit as needed.
- Staff hygiene requirements are attached.
- Only essential staff will be present for procedures. Procedures that require the removal of the face mask or prolonged close proximity to the face are discouraged and none will be done without full gown, gloves, N-95 mask and goggles or face shield.
- Cloth masks, gowns and face shields are re-usable and our supply is adequate.
- Supply of procedure masks will be monitored, if they drop below a two week supply and replacement can not be procured, the office will end elective face to face patient visits and utilize cloth masks for essential visits. A two week supply of masks will be kept separately as a reserve. (We permit 5 donning and doffings of a face mask when used under a shield, unless soiled. The same mask can be worn under a shield for multiple asymptomatic patients. Masks will be discarded at the end of the day thus one mask will typically last one day. We have two providers, thus 20 masks will typically last 2 weeks and so 25 will suffice as our reserve.)
- Supply of N-95 masks will be monitored. If they drop below a two week supply and replacement can not be procured, the office will end elective face to face patient visits. A two week supply of masks will

be kept separately as a reserve. (We will not be seeing symptomatic patients and will rarely be doing unmasked procedures. We will be using one N-95 mask every two weeks for in-office staff testing thus one mask will typically last two weeks and 2 masks will suffice for our reserve.)

Procedure for Disinfecting the Office:

All touch surfaces (door knobs, staff faucets, staff flush flush, hand-height of door frames, light switches, lamp switches, hand sanitizer pump surface, fridge handle, microwave and coffee pot etc) will be wiped down by NCM on arrival and by the last doctor out on leaving. Personal work spaces will be wiped down before being shared and daily at the discretion of the user. All surfaces touched will be wiped down after each patient visit, including the bathroom if used by the patient. The office will be professionally cleaned weekly.

Other Protective Measures:

- Patients with symptoms that are consistent with COVID 19 will not be seen in the office.
- Patient companions are permitted only if required for direct patient assistance.
- Only one parent and one child are permitted for children’s visits.
- There will be no waiting in the waiting room. Patients will go directly from their cars to the exam room.
- Video and telephone visits will be encouraged when appropriate.
- Signs will be posted indicating expected protective hygiene and behavior.
- For further details regarding protective behavior required while in the office, see the attached signs.

These policies will be updated as our understanding of the COVID 19 pandemic evolves and in accordance with guidance from professional societies, the commissioner of health and licensing boards.

Patients: Please STOP and Read:

DO NOT ENTER the office unless escorted by your doctor.

Walk in time has been closed due to the risk of spreading COVID-19.

If your concern is urgent, please call you doctor's cell phone:

Dr Wood: 802-379-5126 or Dr Hearst 802-379-4352

If your concern is not urgent, please call 888-421-6801 ext 4 to speak with Lynn Jones RN to schedule an appointment.

You may also contact your doctor in the usual ways: phone message, email, or portal message.

For further information, please see our website:
WoodandHearstMD.net

If you are here for a scheduled appointment, please call or text your doctor to let them know you are here and then return to your car. (If you do not have a cell phone then please knock.)

Your doctor will come out to beckon you in and provide you with a face mask if you do not have your own.

We ask that you sanitize your hands, put on a face mask and sanitize again before entering.

While in the office we ask that you touch as few surfaces as possible.

We will collect your mask on leaving.

Workers Please Stop and Read:

No workers may enter this office if they have symptoms of COVID- 19.

Workers, if you have a cough, difficulty breathing or shortness of breath, fever, chills, repeated shaking chills, muscle pain, fatigue, headache, sore throat, and/or a loss of sense of smell or taste, then please RETURN HOME and contact your personal doctor.

If you have no symptoms of concern then please enter, sign in and confirm that your temperature is normal.

Mandatory Requirements while in the office:

- observe strict social distancing of 6 feet between workers.
- refrain from touching your face.
- limit the number of people occupying a room.
- wear face coverings over your nose and mouth when in the presence of others.
- disinfect all frequently touched surfaces at the beginning, middle and end of each workday and prior to transfer from one person to another.
- wash or sanitize your hand frequently including before entering, and leaving.

Screening for Symptoms of COVID-19 Before Your Office Visit

Please complete this form 24 to 48 hours before your appointment. If there is any change in your situation or symptoms in the mean time, please let us know. (These questions apply to the person being seen and in the case of a child, the child and the parent that will be coming in with them.)

Question Title

*** 1. Please enter you or your child's first name and last initial.**

Question Title

*** 2. Please enter your appointment date and time.**

Question Title

*** 3. Have you or your child traveled out of the area in the last 14 days?**

- Yes
- No

If yes, when and where was your travel?

Question Title

*** 4. Have you or your child had contact with anyone with confirmed or suspected COVID-19 in the last 14 days?**

- Yes
- No

If yes, please provide details.

Question Title

*** 5. Have you or your child had any of these symptoms in the last 14 days? Please only include symptoms that are new for you or worsening in the last two weeks.**

- Fever greater than 100

- New or worsening cough
- Difficulty breathing
- Chills or shakes
- Whole body aches or muscle pain
- Headache
- Sore throat
- New loss of sense of smell or taste
- Vomiting or diarrhea
- Generally feeling ill
- None of the above

Please provide any details needed.