



A COVID-19 RESOURCE CHECKLIST FOR MEDICAL PRACTICES

Reopening and Resuming Activities



MAGMUTUAL®

CHECKLIST FOR MEDICAL PRACTICES

Reopening and Resuming Activities

This checklist has been developed as a guide for MagMutual PolicyOwners™ reopening practices and resuming activities during the coronavirus pandemic. This is not an all-inclusive list, but rather covers key areas and items to consider. As this is a rapidly changing situation, we recommend reviewing all current recommendations and guidelines published by your state and national regulatory bodies.

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Business Operations

- Continue to review state and national guidance along with information from medical societies and professional organizations like the AMA, American Academy of Pediatrics, American College of Surgeons, etc.
- Notify vendors and purchase or ensure availability of necessary supplies and equipment. If your normal vendors are not able to provide supplies, try to locate other vendors or check with your county health department, which may be able to offer you a limited supply of some items.
- Designate a point person within the practice to monitor supplies levels. They should know what's being ordered, what is pending, and when deliveries are scheduled to arrive. It's also important to know the rate at which supplies are depleted so the practice can anticipate continued operations with available inventory levels.
- Designate a point person to monitor local and state updates. If there is an increase in the number of cases or if you cannot get the supplies you need to operate safely, consider alternative operating hours and/or services.
- Develop contingency plans in the event the state experiences a rise in cases, staff members become sick, or executive orders prevent the practice from normal operations.
- Monitor any changes to state and federal State of Emergency Declarations. Ensure any practice changes such as timing of licensure renewals, telehealth allowances, scope of practice changes, etc. that are allowed during the emergency period are stopped once the declaration is over.
- Review and undertake any necessary cybersecurity preparations. Ensure that all systems are updated and fully patched and that multi-factor authentication is in place where appropriate. Remind employees about phishing, especially during the state of emergency/pandemic, where schemes are widely reported.

RECOMMENDED RESOURCES:

CMS - [Re-opening Facilities to Provide Non-emergent Non-COVID-19 Healthcare: Phase I](#)

CDC - [Personal Protective Equipment \(PPE\) Burn Rate Calculator](#)

CMS - [Medicare Telemedicine Health Care Provider Fact Sheet](#)

Equipment & Supplies

- Consider investing in temporal thermometers to take temperatures of employees and patients.
- Post signage throughout the practice about stopping the spread of coronavirus and infection control best practices.
- Ensure adequate supply of personal protective equipment for employees and, potentially, patients/visitors who present without face coverings.
- Obtain EPA-approved disinfectants for use against SARS-CoV-2 for routine cleaning.
- Ensure supplies such as tissues, hand soap, waste receptacles, and alcohol-based hand sanitizer are available throughout the practice.
- If your practice plans on offering COVID-19 antibody testing, obtain testing supplies from a distributor providing tests that are FDA-approved.

RECOMMENDED RESOURCES:

EPA - [List of Disinfectants for Use Against SARS-CoV-2](#)

WHO - [Rational use of personal protective equipment for coronavirus disease \(COVID-19\) and considerations during severe shortages](#)

CDC - [Free for download COVID-19 Posters](#)

Employment Practices & Communications

- Ensure there are no federal or state executive orders that limit or impact reopening or resuming activities of the practice.
- Determine which positions need to be staffed and use neutral selection criteria to determine which employees will be brought back first to fill those positions, such as seniority or performance.
- Consider which employees can continue to work remotely. Be careful not to assume an employee cannot or should not return based on childcare needs, caregiving responsibilities or because they are "vulnerable" (based on age, disability, or pregnant) to avoid discrimination claims.
- Notify employees regarding their return to work through a "Return to Work" letter. The "Return to Work" letter typically provides information regarding an employee's return date and schedule, as well as information regarding any changes or updates about pay, benefits, PTO, and new policies and procedures.
- Send "Rehire" letters to employees who were terminated. The "Rehire" letter typically includes wage information and any paperwork that needs to be re-filed.
- Prepare to address accommodations or other requests from employees who refuse to return to work or ask to continue to telework due to health and safety concerns. Be aware of accommodations that are required by the Americans with Disabilities Act, Family and Medical Leave Act, Families First Coronavirus Relief Act, and under state or local law.
- Remind and encourage employees to stay home if they are sick, and ask workers who exhibit symptoms of COVID-19 at work to go home.
- Notify employees of policy and procedure changes such as temperature monitoring, PPE requirements, cleaning and disinfecting, new/modified job responsibilities, patient flow procedures, closing or limiting use of common areas, etc.
- Provide training to employees on symptoms of COVID-19, preventing transmission and proper use of personal protective equipment. Document all education and training provided.

RECOMMENDED RESOURCES:

CDC - [Criteria for Return to Work for Healthcare Personnel with Suspected or Confirmed COVID-19](#)

Jackson Lewis PC - [Options for Enticing Workers to Return from Unemployment after COVID-19 Shutdowns](#)

Infection Prevention

- Follow the CDC guidelines on Interim Infection Prevention and Control Recommendations for Patients with Suspected or Confirmed Coronavirus Disease 2019 (COVID-19) in Healthcare Settings.
- Develop standards for all persons who enter into the practice.
 - Actively screen everyone for symptoms before they enter the practice.
 - Employees should be required to wear appropriate PPE per CDC guidelines.
 - Patients/visitors should be asked to wear a mask or face covering.
 - Provide masks to anyone in the practice without a face covering.
- Promote constant handwashing with soap and running water.
- Provide alcohol-based hand sanitizer throughout the practice.
- Post signage about infection prevention throughout the practice, i.e., waiting areas, front doors, bathroom, breakrooms, etc.
- Emphasize social distancing and discourage use of shared office space and equipment when possible, especially in lunch rooms and other meeting spaces.
- If possible, install high-efficiency air filters and increase ventilation rates.
- Install physical barriers, such as clear plastic guards in open interaction areas (e.g., reception desk and/or checkout areas).
- Institute routine cleaning and disinfecting of all surfaces, equipment and high-touch areas. Be sure to utilize an EPA-approved disinfectant for viral pathogens and adhere to recommended contact times.
 - Examples of frequently touched surfaces and objects that will need routine disinfection: tables, chairs, doorknobs, light switches, countertops, handles, desks, phones, keyboards, toilets, faucets and sinks.

RECOMMENDED RESOURCES:

CDC - [Interim Infection Prevention and Control Recommendations for Patients with Suspected or Confirmed Coronavirus Disease 2019 \(COVID-19\) in Healthcare Settings](#)

Personal Protective Equipment (PPE)

- Follow the CDC guidelines on Using Personal Protective Equipment (PPE).
- Healthcare personnel should wear a facemask at all times while in the practice. Current CDC guidelines recommend healthcare personnel who provide screenings and care to a patient with known or suspected COVID-19 should use a respirator (or facemask if a respirator is not available), gown, gloves, and eye protection.
- Provide training to all employees on when to use PPE; what PPE to use; how to properly put on (don), use and take off (doff); how to dispose; and PPE limitations. Step-by-step directions and posters are available on the CDC website.
- Ensure PPE provided to employees is properly fitted and works correctly.
- Regularly inspect, maintain and replace PPE as necessary. Facemasks should be changed if they become soiled, damp, or hard to breathe through.

RECOMMENDED RESOURCES:

CDC - [Using Personal Protective Equipment \(PPE\)](#)

CDC - [Strategies to Optimize the Supply of PPE and Equipment](#)

CDC - [Webinar: Infection Prevention and Control Recommendations](#)

Modifying the Office Environment & Patient Flow

- Continue to encourage and utilize telehealth when appropriate.
- Consider performing contactless check-in and check-out through telephonic, electronic or virtual processes. These methods can be used to obtain insurance updates, preregistration paperwork, and collecting co-pays.
- Develop a plan to limit the number of patients and others in your office. Consider utilizing parking lot triage, drive-through vaccinations and/or drive-through testing.
- Arrange or modify staff workstations to maintain social distancing.
- Decrease interactions and waiting in shared spaces by allowing patients to wait outside or in their cars until they are ready to be seen. If this is not possible, consider arranging chairs so patients are sitting six feet apart and place indicators on the floor defining physical distancing.
- Implement a modified schedule to limit the amount of patients in the practice and provide enough time for disinfection of patient care areas after each patient.
- Designate separate areas for well and sick patients.
- Remove all toys, magazines, non-essential furniture and other items from the waiting areas and patient rooms.
- In an effort to limit staff exposure, consider working in teams. Dividing your staff into teams will assist in limiting the number of staff members exposed if a patient with coronavirus is treated in the practice.

RECOMMENDED RESOURCES:

AMA – [A physician practice guide to reopening](#)

AAFP – [Checklist to Prepare Physician Offices for COVID-19](#)

Patient Notification & Communications

- Inform patients about modifications to office hours, service changes and new policies. Practices should consider using automated telephone notifications, secure email messaging, portal postings, social media, and phone calls prior to appointments.
- When scheduling appointments, advise patients that masks are required to be worn by all patients, visitors and staff. Be prepared to provide masks for those patients that do not have their own.
- Establish telephone pre-screening procedures prior to in-person appointments. Consider using the CDC Phone Advice Line Tools resource and asking questions related to exposure, testing, and symptoms.
- Establish in-office screening procedures to follow upon patient arrival. Consider asking about any changes to the telephone screening, taking current temperature and asking about presenting symptoms.
- After each in-office appointment, request that all patients notify you if they test positive within 14 days of their office visit.
- In the event a patient tests positive for COVID-19 after being in your office, develop a plan to notify staff, conduct a look back to see who had been in your office at the time of this particular patient visit and notify all those potentially exposed.

RECOMMENDED RESOURCES:

CDC - [Phone Advice Line Tools](#)

CDC - [A Tool for Primary Care Provider Offices on Preparedness](#)