

1. Guidance on Phasing Patients Back into Ambulatory Clinics
  - a. Phase 1- Predominately Telehealth (our current phase)
  - b. Phase 2-Adding Patients with Chronic Conditions
    - i. Continue Telehealth appointments for most visits
      1. Continue Drive Thru testing and Immunizations-per previous guidance
      2. Continue Pediatric visits per previous guidance
    - ii. In-person visits for patients with Chronic Condition
      1. Patients with chronic conditions should be evaluated at least q 3 months (4 per year)
        - a. At least 2 of those visits should be in-person (q 6 months)
      2. Assume community transmission of COVID-19
        - a. Screen patients prior to appointment (during reminder call)
          - i. Symptoms check (fever, cough, SOB)
        - b. At patient's arrival, have the patient call the clinic. The patient is to STAY IN THE CAR.
        - c. Screen patients for symptoms by phone when they arrive
          - i. If they have no concerning symptoms, a staff member (in appropriate PPE) should meet them at the door prior to entering the building (if possible)
            1. Put mask on patient (if they don't have one)
            2. Check temperature
            3. Patient to sanitize their hands
            4. If these measures are done outside,
              - a. Appropriate social distancing measures are expected
              - b. Accommodations for inclement weather is expected (rain, snow, wind)
                - i. e.g. Screens, heaters, awnings
        - d. Wear PPE
          - i. Front door staff-Surgical mask/\*N95, Goggles, gloves
          - ii. MA-Surgical mask/N95, Goggles, gloves
      3. Patient taken immediately back to a patient room by MA
      4. Separate Sick and Well patients
        - a. Sick in pm-more time for cleaning the rooms
          - i. Consider RCC
        - b. Chronic conditions in the am (those without symptoms)
    - iii. Maintain Social Distancing
      1. No patients in the waiting rooms
      2. Patients wait in cars until invited in the building-see above
      3. Pt required to wear a mask
        - a. **Exceptions:**

