

STAFF MEETING : MAY 2020

GOAL: CONSIDERATIONS FOR ENHANCING THE SAFETY OF GRAND BLANC EYES' PROMISE TO UPHOLD EXCELLENCE IN EYE CARE

RE: MEMO 05/11/2020 REOPENING GRAND BLANC EYES:

A staff meeting to review these procedures will be scheduled before initiation; topics covered: face shields (demonstrated in person), acrylic front desk shields, provided N95 masks and gloves (demonstrated in person), scrubs, Genesee county health forms, visits by appointment only, screening and taking temperatures (demonstrated in person), socially distancing patients, UV disinfection policy (demonstrated in person), and hand sanitizer policy.

PROTECTION OF EMPLOYEES:

- Services will be provided by appointment only; no walk-in patients except for prearranged emergency services or treatment. This include glasses selection or glasses adjustments.
- Signs will be posted on the office entrances stating that any patient who has a fever, cough or flu-like symptoms or who has been exposed to a person diagnosed COVID-19 within the last 14 days must reschedule their appointment. This policy will be enforced.
- If a patient has tested positive for COVID-19 or has been exposed to a person diagnosed with COVID-19 within the last 14 days, refer to CDC guidelines prior to rescheduling appointment.
- Before entering the office/clinic or immediately upon entry, all patients/companions will be screened: (1) body temperature will be verified; (2) asked if they have experienced any recent cold/flu symptoms; (3) been in contact with someone diagnosed with COVID-19; or (4) are awaiting test results for COVID-19.
 - Review "Employee Return to Work Questionnaire and Acknowledgement.pdf"
 - Review "High Risk PT COVID19 Questionnaire Form - Over age 65 - After June 1st.pdf"
- Patients will be required to wear a PPE facemask. They are recommended to wear one of their own, high risk patients will be supplied one by the office/clinic. If PPE supplies are not available, patients must follow applicable CDC PPE guidelines. At all times patients must comply with the Governor's applicable executive order for facemasks.
- Number of persons allowed into the office will be limited just themselves. (Patients who are minors or have special needs may bring a parent, step-parent, or guardian (collectively "Guardian") with them). No persons, other than the patient, and if applicable the Guardian, will be allowed to wait within the building. A message will be sent to the patient stating this 1 day before their appointment.
- All employees will maintain CDC recommended social distancing measures within the building.
- Optical stations must maintain proper social-distancing guidelines. Patients in optical stations should be separated by at least six (6) feet. Our optical dispensing tables cannot be physically moved, so optical stations should rotate patterns to ensure CDC guidelines of social-distancing.
- All employees and doctors will use appropriate PPE (face masks, disposable gloves, etc.). One facemask will be used throughout the day, but gloves must be disposed of after physical touch of patient encounter. We have a lot of extra gloves but please be mindful of limited supplies.
- All employees will follow CDC hand washing, office disinfection, and other infection control guidelines.
 - Review "Reopen Summary.pdf"
- Employees will conduct as much administrative work and patient data collection as possible electronically/over the phone to limit patient contact time and time spent in the office/clinic.
- Sanitizing and disinfection cleaning of examination equipment, work stations, countertops, and entrance doors and handles or any other frequently touched surfaces will be regularly performed according to CDC safety guidelines. All examination equipment will be disinfected and sanitized between patients.
- Without limiting the prior statements, all examination equipment, chin rests, and examination chairs will be sanitized and disinfected prior to use with the next patient.
- Physical screens, creating a barrier between patient and employee at the office check-in and check-out points will be installed.
- Clear markings and signage for patients indicating where they should stand or wait will be in place. Additionally, signage outside the building before entry will have to be taken inside each day before close.

COMMUNICATION OF EMPLOYEE SAFETY INFORMATION

- Ongoing: Owners/Office Managers will meet with all employees and communicate all safety measures and directives both verbally and in writing.
- All employees will be required to physically sign a statement acknowledging that they understand and will comply with all safety measures and directives.
 - Review "Employee Return to Work Questionnaire and Acknowledgement.pdf"
- Questions and Answers
 - Dr. Walker and Dr. Agnone answer questions
 - Review page 13-16 Employee Questions "COVID19 - Employee recommendations and FAQ.pdf"

PATIENT PROTECTION MEASURES

- All office/clinic employees will be medically screened prior to each business day including the measurement of body temperature and presence of any flu-like symptoms. Any employee failing such screening will be sent home.
- Any employee or doctor with a fever, cough or flu-like symptoms or exposure will be sent home. No employee or doctor infected with COVID-19 or with exposure to someone diagnosed with COVID-19 in the last 14 days will be permitted to come into the office/clinic.
- Appropriate timeframes will be established between patient appointments to avoid congestion or overcrowding. Two techs are scheduled each day to allow separation in different exam rooms/reception area.
- We have considered after June 1st that Grand Blanc Eyes will provide separate operating hours for the most vulnerable populations.
- Patient visits will be triaged and categorized to address urgent patient concerns first and to facilitate safety in patient flow.
- Patients will be notified pre-arrival upon clinic of COVID19 precautions measures so entrance to and movement through the office/clinic can be safely coordinated by staff. Safety measures and guidelines will be posted on all entrance doors for patients to read prior to entering Grand Blanc Eyes. In addition to being posted on all entrance doors for patients to read prior to entering an office/clinic, safety measures and guidelines will be communicated to patients including any or all of the following methods: Facebook, Instagram, text, email and/or on the professional practice website (I will add it shortly).
- Patient flow procedures will encourage maintenance of CDC recommended social distancing practices within the office/clinic except where examination procedures make it impossible to do so (Pre-testing/Doctor exam)
- Telehealth services may be used when appropriate. Doctors can determine if an in-person visit is necessary or if services can be rendered through telehealth. In some cases, a post-procedure telehealth visit or phone call follow up may be an alternative to an in-person visit.
- All employees and doctors will wear protective face masks and protective gloves and follow CDC "Hand Hygiene in Healthcare Settings Guidelines" if they have physical contact with the patient.
- We will continue to remove, and will not provide, books, magazines, or any other reading material for patients during their visit. No drinks (Keurig) or food will be provided. The drinking fountain cannot be turned off.
- Surfaces should be cleaned with disinfectant solution at least 3 times/day or after each high-volume business period (whichever comes first). This includes service counters, door knobs and handles, tables and chair-backs, handrails, time clocks, and other frequently contacted, high-traffic areas or items. Employees should disinfect their own workstations, keyboards, telephones and other office or desk items on a regular basis throughout the day. In summary: All office space and surfaces (check-in/check out stations, counters, desktops, restrooms, and other frequently touched surfaces) will be cleaned and disinfected according to CDC safety guidelines.
- Review "COVID19 - Patient recommendations.pdf"
- If obvious risk of employee crowdedness or redundancy is observed you will be sent home to enforce social distancing measures within the building. This will be enforced by the physician scheduled on your day of working.

Thank you for your attention. As Grand Blanc Eyes prepares to reopen our office, we need to take steps to ensure the safety of everyone.

Kindly, - Dr. Walker and Dr. Agnone