

COVID-19 Medical Office Preparedness

SOHO HEALTH is committed to helping you and your patients stay safe. The following information is intended to help our partners establish best practices in response to the COVID-19 outbreak.

Keeping Informed & Updated Regarding COVID-19

Visit the CDC website for updated information and guidance: <https://www.cdc.gov/coronavirus/2019-nCoV/summary.html>

Preventing Exposure in the Workplace

- Encourage sick employees to remain home until they are free of any fever for at least 24 hours.
- Employees who arrive to work with acute respiratory symptoms or become sick during the workday should be sent home immediately.
- Maintain an adequate supply of soap, alcohol-based hand sanitizers and tissues throughout the office.
- Instruct employees to frequently wash hands using warm soapy water for at least 20 seconds or use an alcohol-based hand sanitizer that contains at least 60% alcohol.
- Routinely clean frequently used items or surfaces in the office such as phones, keyboards, workstations, and doorknobs.
- Advise employees to review CDC's travel guidance prior to any international travel.

Screening Patients Prior to Appointment

- Prior to the patient's arrival (or upon patient arrival), screen for the following:
 - Any international travel (specifically China, South Korea, Hong Kong, Japan, Iran, Italy) in the past 14 days
 - Any contact with person/people under investigation for the coronavirus infection (PUI)
 - Symptoms of fever, cough or shortness of breath

Next Steps after Identification of PUI for COVID-19

- Patients identified over the phone should be encouraged to stay home and monitor symptoms if possible. If emergent care is required the receiving Emergency Department should be contacted to make them aware.
- Patients identified in the office should be asked to wear a surgical mask and placed in a private room with the door closed.
- Staff caring for that patient should maintain standard, airborne and contact precautions such as surgical mask, gloves and face shields.
- Notify DPH immediately if you identify PUI based on your screening on phone or at the facility
 - Connecticut DPH: 860.509.8000
 - Massachusetts DPH: 617.983.6800
- Empiric testing for other pathogens (Influenza, etc.) should be done as part of initial evaluation, if warranted.
- The decision to monitor these patients in the inpatient or outpatient setting should be made on a case-by-case basis. This decision will depend on clinical symptoms/presentation, co-morbidities, patient's ability to engage in monitoring, ability for safe isolation at home, and the risk of transmission in the patient's home environment
- In-home isolation should be maintained and recommended if decision is made to send, or keep, the patient at home. In-home isolation discontinuation can be made on a case-by-case basis in consultation with DPH based on results of testing for COVID-19 in respiratory specimens if done, disease severity and progression of illness signs and symptoms.