

WORK FLOW FOR LIMITING WAITING ROOM USE

We continue to take precautions at the health centers to maintain a safe environment for our patients.
We will start taking patients directly to the exam room instead of sitting in the waiting rooms.

WELL VISITS/NON RESPIRATORY VISITS:

Patient arrives to appointment and calls front desk to notify office of their arrival.

PSR gets any paperwork ready for patient for the visit and asks them to wait in foyer.

PSR will screen patient in foyer (temp/questions) and provide a mask to patient/guest.

If patient has a fever or answers yes to any question, **FOLLOW WORK FLOW-TEMP SCREENINGS (4/3/20)**

If patient does not have a fever and answers no to the questions, the PSR will take the patient to the exam room where they can complete their paperwork and wait for the MA/LPN

At the end of the visit, the nurse or provider can direct the patient to the check out desk, to return completed paperwork and schedule next appointment.

RESPIRATORY (NON COVID) SICK VISITS:

Patient triaged and determined to have respiratory symptoms. Appointment is made for office visit. Patient instructed to call front desk upon arrival. Front desk will inform patient that nurse will meet them at the side/back door to come into the building.

MA/LPN wears N-95 mask (surgical mask over it) and gloves. MA/LPN meets patient at side/back door.

MA/LPN provides mask to patient at door and takes patient to exam room.

Provider wears N-95 mask (surgical mask over it) and gloves during patient visit.

If visit remains a non covid visit, provider can direct patient to the check out desk, as usual.

Note: For patients scheduled for office appointments, PSR staff should inform them of this new practice over the phone when the appointment is made.