

Get Your Clinic Ready for Coronavirus Disease 2019 (COVID-19)

A new respiratory disease—coronavirus disease 2019 (COVID-19)—may impact your community.

Get ready! Steps you take to prepare your clinic for flu can also help protect your patients and healthcare workers from COVID-19:

Before Patients Arrive



- **Prepare the clinic.**

- Provide 24/7 Hotline number for sick patient to call.
- Consider and plan for providing more telemedicine appointments.
- Know how to contact your local health department.
- Stay connected with your health department to know about COVID-19 in your community. Step up precautions when the virus is spreading in your community.
- Assess and restock supplies now and on a regular schedule.



- **Communicate with patients.**

- Ask patients about symptoms during phone calls before the visit.
- Consider rescheduling non-urgent appointments.
- Post signs at entrances and in waiting areas about prevention actions.



- **Prepare the waiting area and patient rooms.**

- Provide supplies—tissues, alcohol-based hand rub, soap at sinks, and trash cans.
- Place chairs 3–6 feet apart, when possible. Use barriers (like screens), if possible.
- If your office has toys, reading materials, or other communal objects, remove them or clean them regularly.

When Patients Arrive



- **Establish triage/screening area and place staff at the entrance to ask patients about their symptoms.**

- Provide symptomatic patients with tissues or surgical masks to cover mouth and nose.
- Limit non-patient visitors.



- **Separate sick patients with symptoms.**

- Allow patients to wait outside or in the car if they are medically able.
- Create separate spaces in waiting areas for sick and well patients.
- Place sick patients in a private room as quickly as possible.

After Patients are Assessed



- **After patients leave, clean frequently touched surfaces** using disinfectants—counters, beds, seating.

- **Provide at-home care instructions** to patients with respiratory symptoms. Consider telehealth options for follow up.



Train and prepare your staff now

- Ensure that clinical staff know the right ways to put on, use, and take off PPE safely.
- Recognize the symptoms of COVID-19— fever, cough, shortness of breath.
- **Implement procedures to quickly triage and separate sick patients.**

- Emphasize hand hygiene and cough etiquette for everyone.
- Ask staff to stay home if they are sick.
- Send staff home if they develop symptoms while at work.

