

City on a Hill Health Clinic COVID 19

RESPONSE PLAN AND
CONTINUATION OF SERVICES PLAN

UPDATED 10/20/2020



Purpose

- **The purpose of this plan is to detail the steps City on a Hill Health Clinic will take to respond to the outbreak of COVID-19. This plan will guide response actions and decisions to promote staff and patient safety and enable the health center to continue to care for the community.**
- **Key personnel in the clinic:**
 - **Christine Plummer RN MSN 616-748-6009**
 - **Nancy Bierema CHW 616-748-6067**

What is COVID 19?



Assumptions

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- The virus will continue to spread for an unforeseen amount of time.
- Clinic staff and patients will be affected.
- Resources – primarily personal protective equipment (PPE) – will be difficult to obtain.
- Widespread testing and contact tracing is limited at this point. The clinic has no means for testing at this time.
- **Potential sources to spread COVID 19** are patients, volunteers, staff and any member of the general public or partner ministries entering the clinic.
- Guidance and requirements from the government will change with the situation.

Communications

Communication with Patients

- The clinic will communicate with patients via telephone, telemedicine or mail.
- Signage about COVID 19 will be posted at various spots within the clinic.
- General questions and concerns about COVID-19 will be directed to the Ottawa County website.
 - <https://www.miottawa.org/Health/OC/HD/coronavirus.htm>

Communication with Staff and Training

- The clinic will send regular updates by email to all staff at least monthly. Staff should address all questions and concerns to Christine Plummer RN MSN.
- Training for this protocol will be communicated via email and by PowerPoint presentation.

Staff Safety

Staff are required to wear masks at all times in the clinic. The following have been implemented to reduce the amount of exposure to volunteers and staff:

- Telemedicine visits
- No family members or other persons in the clinic except the patient. This will be reevaluated on a case by case basis (i.e. Translation services, disability)
- Telephone screening, patients to remain in vehicles in parking lot until staff is ready to see them in the clinic.
- Updated PPE recommendations can be found from the [CDC](#) or [WHO](#).

Cleaning:

- The clinic will be increasing the regular cleaning schedule to daily/several times a day.
- Staff should use disposable germicidal wipes to disinfect.
- Regular housekeeping practices are being implemented, including routine cleaning and disinfecting of work surfaces, equipment, tools and machinery, and areas in the work environment, including restrooms, break rooms, lunchrooms and meeting rooms.
- Staff or Volunteer nurses/receptionists/providers are responsible for monitoring their assigned areas for infection prevention standards.

Staff Safety

Exposure Risk Assessment

- NO positions in the lower, high or very high exposure risk at this time.
- ***Positions at COAHHC with Medium Exposure Risk include: Receptionist, Nurse, MA, Community Health Worker, Licensed Counselor, Clinic Director, Provider (PA, Physician, Nurse Practitioner), Chiropractor, Physical Therapist, Certified Diabetic Educator, Housekeeping, Medical Technician.***

Sick Leave Policy

- Staff are required to stay home if they are sick. This can include potential COVID -19, as well as other seasonal illnesses such as colds and flus.
- Staff cannot return to work until they have been cleared to return by a healthcare provider.
- If sick at home, stay home. Staff will be sent home if sick.

Staff Safety

Response Protocol in the Event of COVID 19 Infection at COAHHC (employees/volunteers)

In the event a staff member or volunteer is positive for COVID 19, the following protocol will be followed:

- In the event a person who was in the clinic tests positive for COVID-19, Christine Plummer RN MSN will call everyone who may have encountered the ill individual in accordance with Ottawa County/State of Michigan requirements.
- All staff/volunteers working closely with the staff/volunteer will be notified and asked to monitor symptoms. Due to the strict protocols in place, this exposure risk is expected to be low.
- The staff member's office or workspace will be thoroughly cleaned following CDC/OSHA cleaning guidelines.
- **Return to work:** Employees who have been ill with symptoms of an upper respiratory illness or positive with COVID 19* can return to work 14 days after symptoms started and 72 hours after fevers have resolved without the use of fever reducing medications and symptoms improved—whichever is longer. * Defined as new onset of fever (subjective or temperature of $\geq 100.4^{\circ}\text{F}$ or 37.8°C) OR symptoms of possible COVID-19 (cough OR shortness of breath OR sore throat).
- Employees who have been close contacts to a suspect or known case of COVID-19 should self-quarantine at home for 14 days. If they develop symptoms while in quarantine, they should follow the return-to-work guidelines noted above (14 days after symptoms started and 3 days after fevers have resolved and symptoms improved—whichever is longer).

Patient Management

Screening:

- **All patients must be screened with questions below through Practice Fusion EMR . In PF, go to the patient's visit, and under SOAP note (S) pick the template COVID19 and answer the questions there:**
- **Does the patient have:**
- **_____ Fever or signs/symptoms of lower respiratory illness (e.g. cough or shortness of breath) AND/OR any of the following: loss of smell/taste, fatigue, muscle or body aches, runny nose, headache, congestion, diarrhea, nausea, vomiting**
- **_____ Any contact with a person, including healthcare workers who has had close contact with a laboratory-confirmed COVID-19 patient within 14 days of symptom onset, or under surveillance for possible infection.**

Patient Management

- All patients will be screened by phone when scheduling appointments and on arrival at the clinic to determine if they may have been exposed to COVID-19 or are symptomatic.
- Patients will be asked to park in the lot by the clinic doors and call the clinic upon arrival. The receptionist will bring the patient paperwork, a mask and take the patient's temperature. The patient will also be asked symptom questions.
- Patients are to remain in their vehicles until the nurse retrieves them from the parking lot. *There will be no patients in the waiting area (unless patient does not have vehicle).*
- Patients **MUST** agree to following these guidelines or will be denied access to the clinic.
- Staff will refer patients to alternate locations as needed to best provide care and keep the patients safe:
- Exposed or symptomatic patients will be immediately provided with the number to the COVID-19 hotlines (Spectrum Health 1-833-559-0659, Holland Hospital 616-394-2080) or directed to the nearest emergency room if experiencing life threatening symptoms.
- Additional referrals will be made to partners as needed.

Patient Management

Waiting Areas

- There will be **NO** patients in the waiting area unless there are extenuating circumstances. This will be reviewed on a case by case basis.

Respiratory etiquette: Cover your cough or sneeze

- Workers and visitors are being instructed to cover their mouth and nose with their sleeve or a tissue when coughing or sneezing and to avoid touching their face, in particular their mouth, nose and eyes, with their hands. They should dispose of tissues in the trash and wash or sanitize their hands immediately afterward. Respiratory etiquette will be demonstrated on posters and supported by making tissues and trash receptacles available to all workers and visitors.

Social distancing

- Social distancing is being implemented in the workplace through the following engineering and administrative controls: Telemedicine visits, patients waiting in cars and not in waiting room, reduction of number of employees/volunteers in the clinic, maintenance of six-foot distance, signage, PPE, sanitizer available, masks, disinfectant, and limiting the number of patients in the building at one time. Workers and visitors are prohibited from gathering in groups and confined areas, including elevators, and from using other workers' personal protective equipment, phones, computer equipment, desks, cubicles, workstations, offices or other personal work tools and equipment.

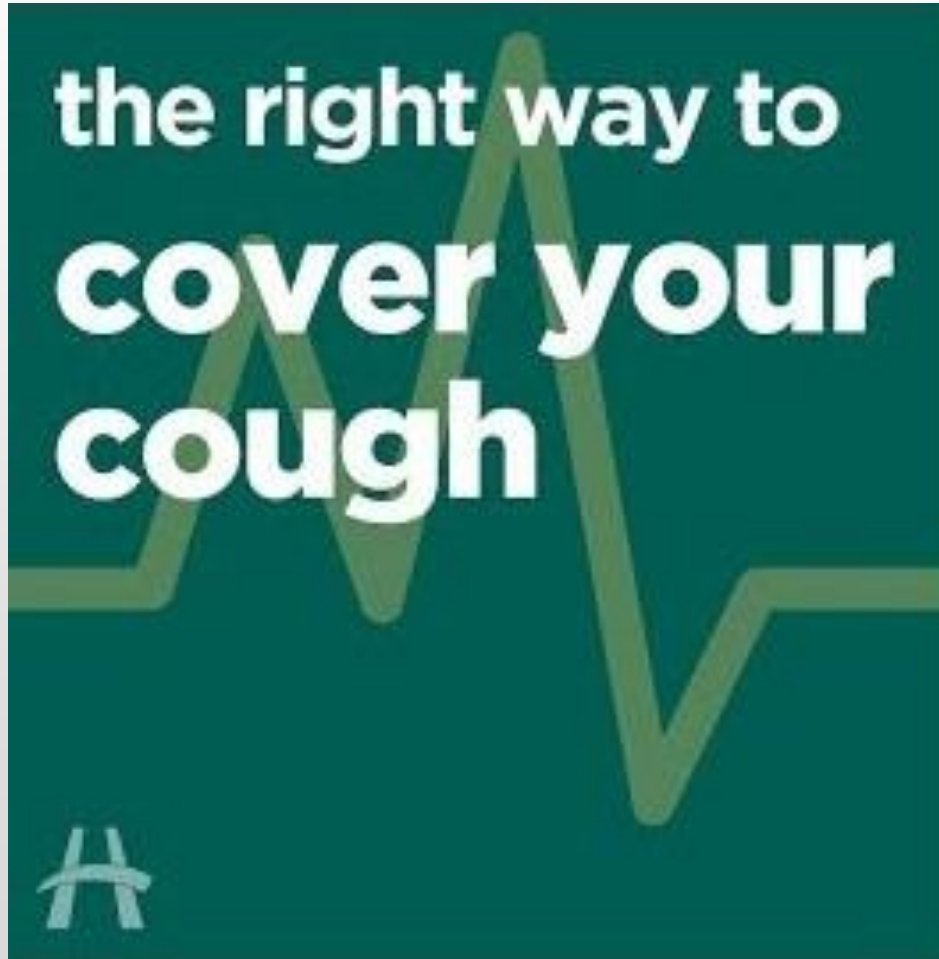
Handwashing

- Basic infection prevention measures are being implemented at our workplaces at all times. Workers are instructed to wash their hands for at least 20 seconds with soap and water frequently throughout the day, but especially at the beginning and end of their shift, prior to any mealtimes and after using the toilet. All visitors to the facility will be required to wash their hands prior to or immediately upon entering the facility. Some workplaces may have hand-sanitizer dispensers (that use sanitizers of greater than 60% alcohol) that can be used for hand hygiene in place of soap and water, as long as hands are not visibly soiled.

Handwashing



Respiratory Etiquette



Social Distancing

COVID-19:

Social Distancing



U.S. Department of
Health and Human Services
Centers for Disease
Control and Prevention

Proper Use of PPE



Proper Use of PPE



Continuation of Services

The following protocol will be in place during COVID 19 to maintain services in the clinic:

- **MASKS:** Every effort will be made to minimize contact between staff/volunteers and patients. **ALL** patients and staff volunteers will wear masks at all times when public facing and while in the clinic. Staff/volunteers can choose not to wear masks if they are not in contact with patients (i.e. in their offices). *Patients refusing to wear masks will be turned away from the clinic.*
- **TEMPERATURES:** All staff will have temperatures taken at the door upon arrival for their shifts. All staff will also answer a Yes/No question as to exposure and symptoms.
- **ROOMING PATIENTS:** Patients will be placed in rooms 5 or 6 as these are the biggest rooms and allow for proper social distancing between provider and patients. Other rooms will be used only if the larger rooms are full.
- **CLEANING:** Cleaning of doorknobs, light switches, tables, chairs and all surfaces will be cleaned between patients as usual.
- **SCREENING:** see screening section.

High Risk Patients

The clinic will take the following additional steps to care for high risk patients:

- Identify high risk patients and contact them directly.
- Encourage personal preparedness and social distancing or isolation.
 - Work with family and neighbors to ensure high risk patients are able to get food and other necessary supplies.
- Work with patients to develop plan to manage pre-existing conditions.
- Conduct telemedicine visits monitor health concerns rather than having the patient come to the health center.
- Refill necessary prescriptions without requiring a visit.

Clinic Operations

In order to best provide care with staff shortages and/or increased patient numbers, the following services will be prioritized. These services have been chosen to ensure the health clinic is best able to care for critical patients. Staff will be reassigned from non-priority services to ensure priority services are able to continue.

- Community education for COVID-19 safety
 - Urgent care injury or illness care
 - Chronic condition management
 - Prescription refills
-
- All routine and non routine services have been reinstated as of May 15, 2020

Volunteers

- **We will not screen volunteers who enter the clinic as we believe that anyone who might be symptomatic would likely cancel their participation.**
- **If a volunteer appears to be feverish or have persistent cough or shortness of breath, then clinic provider WILL assess their symptoms.**
- **Even if their symptoms are not related to COVID-19,, the volunteer will likely be advised to go home so as not to transmit to others.**

Keep In Mind

- **COAHHC is following the most current CDC COVID-19 disease prevention guidelines and working closely with Public Health to assure the safety of all patients and volunteers.**

Resources

- **Volunteer LPN/Clinic Director are responsible for inventory management and resource acquisition. They are authorized to purchase additional supplies and reach out to new vendors if current vendors are unable to meet resource needs.**
- **In the event of personal protective equipment (PPE) or other critical resource shortages, the following steps may be taken (adjust these steps to match health center policy and procedure):**
- **Limit the number of staff who encounter patients**
- **Minimize non-essential services to conserve PPE**
- **Work with the health department and local hospital to access additional supplies**

Documentation and Plan Maintenance

Documentation

- Clinic director is responsible for maintaining accurate documentation and records of expenses, training, staff illness, and any actions the clinic takes in response to COVID-19.

Plan Maintenance

This plan will be reviewed and updated weekly by the clinic director. The following sections must be kept current with WHO and CDC guidelines.

- Staff Safety
- Patient Management

Resources

World Health Organization (WHO)

COVID-19 homepage:

<https://www.who.int/emergencies/diseases/novel-coronavirus-2019>

Advice for the public from the World Health Organization (WHO) can be found here: <https://www.who.int/emergencies/diseases/novel-coronavirus-2019/advice-for-public>

PPE guidance:

https://apps.who.int/iris/bitstream/handle/10665/331215/WHO-2019-nCov-IPCPPE_use-2020.1-eng.pdf

Pan-American Health Organization (PAHO)

COVID -19 homepage

https://www.paho.org/hq/index.php?option=com_content&view=article&id=15696:coronavirus-disease-covid-19&Itemid=4206&lang=en

Hospital Readiness Checklist

https://www.paho.org/hq/index.php?option=com_docman&view=download&alias=51716-hospital-readiness-checklist-for-a-novel-coronavirus-ncov&category_slug=scientific-technical-materials-7990&Itemid=270&lang=en

COVID -19 technical documents homepage

<https://www.paho.org/en/technical-documents-coronavirus-disease-covid-19>

Centers for Disease Control and Prevention (CDC) – US Based Guidance

COVID -19 homepage:

<http://www.coronavirus.gov>

Information for healthcare providers

<https://www.cdc.gov/coronavirus/2019-nCoV/hcp/index.html>

Specific steps healthcare centers should take can be found here: <https://www.cdc.gov/coronavirus/2019-ncov/healthcare-facilities/steps-to-prepare.html>

COVID-19 Facts for the public (printable poster):

<https://www.cdc.gov/coronavirus/2019-ncov/about/share-facts-h.pdf>

Symptoms flyer: <https://www.cdc.gov/coronavirus/2019-ncov/downloads/COVID19-symptoms.pdf>

Resources

Handwashing guidance posters:

For adults: <https://www.cdc.gov/handwashing/fact-sheets.html>

For teens and children: <https://www.cdc.gov/handwashing/posters.html>

PPE Donning and Doffing

<https://www.cdc.gov/hai/pdfs/ppe/PPE-Sequence.pdf>

State & Territorial Health Department Websites

<https://www.cdc.gov/publichealthgateway/healthdirectories/healthdepartments.html>

Healthcare Professional Preparedness Checklist For Transport and Arrival of Patients With Confirmed or Possible COVID-19

<https://www.cdc.gov/coronavirus/2019-ncov/hcp/hcp-personnel-checklist.html>

Occupational Safety and Health Administration (OSHA) – US Based Guidance

Guidance for control and prevention can be found here:

<https://www.cdc.gov/coronavirus/2019-nCoV/index.html>

Environmental Protection Agency (EPA) – US Based Guidance

List of disinfectants effective against COVID-19:

<https://www.epa.gov/pesticide-registration/list-n-disinfectants-use-against-sars-cov-2>

Other Resources

Information for the public (including information in Spanish and Portuguese):

<http://coronavirusnetwork.org/resources/>

National Association of Community Health Centers COVID-19 homepage:

<http://www.nachc.org/coronavirus/>

National Association of Free and Charitable Clinics COVID-19 homepage:

<https://www.nafcclinics.org/content/coronavirus-disease-2019-covid-19-%E2%80%93-93-resources-general-information-preparedness-and>