PerCSoft

Return to Work Preparedness

Protecting Patient Information and Health Remain Priorities

I hope you are all safe and well. As we continue to receive updates about COVID-19, a return to regular work appears to be approaching. Based on restrictions and local guidelines as part of the pandemic response, I want to address some questions I have received regarding best practices for technology and related processes. I have also included contact information to some of my referral companies that can assist you with preparation in other ways.

HIPAA and COVID: How to Protect Patient Information and Your Office

1. Please craft a **release form** for your patients to sign that covers them entering the office, highlighting points such as (a) under their own liability, (b) they have no symptoms, and (c) have not come in contact with an individual whom tested positive in X number of days, etc. That said, I am available to help you with some samples or review any forms you create. These should be uploaded in your form engines or websites for patients to review and sign prior to entering your office.

2. Please be very careful when taking **patient temperatures** in the lobby or vestibule. Logistically this may be difficult, but avoid asking questions in the presence of other patients. Also, do not read the temperature out loud, or dismiss the patients in front of other patients. Please think through this and develop a process for your practice.

3. Record all patient-related COVID-19 information in your **charts**.

Preparing and Using Workplace PCs

Regardless if you shut down or left your PCs on, all technology should be tested for operation prior to you seeing patients. Since PCs are not meant to be left off or idle for long durations of time, please review the following steps to ensure all devices are operational:

1. Turn on all PCs.
2. Log on and allow 30 minutes for PCs to download updates.
3. Then, restart PCs, and log back in.
4. Turn off and on all printers
5. Test all software, sensors, cameras, scanners, printers, pans, and other equipment for functionality.
6. After this is complete you can turn them back off or leave them on, but **ALWAYS** leave your server on.

Reducing the Spread

As we aim to avoid transmission of the virus, new processes and physical changes are recommended at our practices. Please refer to these tips when discussing how to best protect your employees and patients.

1. Consider the option of shifting some front desk functions to back operatories. As a result, this can decrease patients congregating at check in / check out: filling forms, asking questions, paying, scheduling new appts., etc. Shifting to a more secluded area allows for better isolation and reduces the probability of exposing someone who is ill to others. While exploring such options, confirm that your plan is feasible and that all staff are comfortable with any new tasks assigned to them.
2. If you do install new changes, make sure patients are informed of how their office visit will be different. Generating a "Changes to Your Visit During COVID-19" flyer and posting information around your office will increase efficiency and reduce confusion.
3. Research temporary or permanent physical barriers to promote distancing. Every office is setup differently and for some this may be easy; others may want to contact the resources included regarding office setup and configuration.
4. This is a sensitive subject and not PerCSoft's area of expertise, but consider installing UV filters for your air handling and operatory aerosol extraction. Resources for these items from trusted companies is included. Please reach out to them if you have questions.

Protect Yourself

As more practices reopen, and the PerCSoft team is onsite providing support, please let us know what new procedures you have as we visit your office. We are implementing our own procedures and have staff wearing personal protection equipment. If you have special requests such as taking our temperature outside, please let Chelsea or I know prior to your appointment so we can prepare and help you feel as safe as possible.

Overall, please stay safe. Reach out if you are in need during this time. As things start to open up, patients, staff, the virus, and the government may make us change directions. Our processes will need to remain nimble. We are here as a resource in any way you need.

Best,

PC

RESOURCES:

Physical Barriers / UV Filters
1. Design Build Group (Dan: 262-894-1727)
2. Design to Construct (Todd: tzanella@design2construct.com)
3. Apex (Steve: steveo@apexdesignbuild.net)

Aerosol Extraction
Preferred Dental Services (Richard: 1-888-213-7300)

Patient Communication: Flyers/Signage/Direct Mailers/Social Media
Focus Creative Group (Mike: 608-609-9425, mcavill@focuscreativegroup.com)