



# Patient Safety

## COVID-19 – Coronavirus Disease 2019

Updated May 27, 2020

**Boston O&P is committed to keeping our patients and employees safe.**

Here are some of the precautions we are taking to reduce exposure to our entire Boston O&P family:

### *Reduced Staff in Clinics*

- \* Staff minimized to match patient volume and shifts staggered.
- \* Remote administrative assistance.
- \* Telehealth appointments allow clinicians to work remotely at times.

### *Controlled Patient Flow to allow Maximum Social Distancing*

- \* Only 1 guardian may accompany patients <18 years of age.
- \* Telehealth appointments used to provide care without exposure when possible.
- \* Appointment times offset to improve physical distancing upon arrival & departure.
- \* Reduce/eliminate use of waiting area through remote registration, check in, and text-to-enter services. Promote social distancing within waiting areas when area use is necessary.

### *Wellness Screens*

- \* Staff, patients, or caregivers experiencing a temperature of 100.4°, persistent cough, shortness of breath, flu-like symptoms, or new loss of taste/smell, they will not be permitted to enter the clinic.
- \* Electronic notifications to patients regarding wellness policy.
- \* Verbal health screening during appointment confirmation.
- \* Screening upon arrival at clinic.

### *Cleanliness and Protection*

- \* All non-essential items removed from waiting area and exam rooms.
- \* Masks, gloves, and protective eyewear used by clinicians.
- \* Masks worn by all patients & visitors.
- \* Shields at reception and between work stations.
- \* Frequently touched areas such as doorknobs, chairs, workstations, and equipment switches disinfected at the beginning and middle of each day in addition to regular professional cleaning services.
- \* Patient care areas disinfected in between appointments.
- \* Per CDC guidelines, ALL staff and clinic visitors should:
  - ***Wear mask or other face covering in public settings.***
  - ***Wash your hands often with soap and water for at least 20 seconds or use an alcohol-based hand sanitizer.***
  - ***Cover your nose and mouth when you cough or sneeze.***
  - ***If you don't have clean hands, then don't touch your eyes, nose, and***

**If you or a loved one think you may have been exposed to COVID-19, contact your healthcare provider right away.**

Visit the CDC's website at <https://www.cdc.gov/coronavirus/2019-ncov/index.html>

For information on COVID-19 in Massachusetts, visit <https://www.mass.gov/info-details/covid-19-updates-and-information>

For information on COVID-19 in New Hampshire, visit <https://www.nh.gov/covid19/>

**For updates on Boston O&P's response to COVID-19, please visit our website at**

<https://www.bostonoandp.com>