



Welcome

Premier Health Group
Getting Back to Work!

Happy
Cinco de Mayo!



Pre-visit activities

- Reconfigure waiting room (chairs 6 feet apart) to ensure social distancing
- Continue to check temperatures and symptoms of staff and providers daily in office
- Ask all patients, including those without temperatures, to wear their own masks
 - Conserve supply for clinical team
 - Patient supplied homemade cloth masks are acceptable

Scheduling patients

Utilize latest CDC guidelines (April 20, 2020)

In the last 3 days:

- Have you had a fever (temperature of 100.4F or greater)?
- Respiratory symptoms including cough or shortness of breath.?
- Have you had a sore throat, or systemic symptoms like myalgias or chills.?
- Any diarrhea, nausea or vomiting?

Within the Practice

- Reception desk personnel that needs to be within 6 feet of a patient, should wear appropriate PPE, including facemask, gloves, eye protection. A gown should be considered if extensive contact with the patients is anticipated.
 - If you do not have a window or shield/ consider placing table in front of reception desk to create a barrier
- Check patient temperatures/symptoms as they enter buildings, if patient has COVID symptoms (cough, URI, fatigue, malaise, etc.) provide surgical mask
- Send the patient to the appropriate waiting areas, which should be organized to divide patients with symptoms from patients without symptoms.
- Separate high risk, elderly patients (by area of practice and/or time of day/week) from other patient populations

Tools you can use...

How We Are Keeping Our Offices Safe

So that our offices remain safe for all our patients, we are taking a few extra safety measures.

Minimizing Waiting Room Time



We're reducing the time for check-in and registration. **Please arrive no more than 5 minutes before your appointment.**

We will check temperatures everyday. When our providers, staff, patients, and visitors arrive each day, we will check their temperatures, and ask a few screening questions.

Visitors Allowed Only if Necessary



Also, patients may bring **only one visitor if assistance is needed** with mobility issues or with receiving medical information. **Patients under 18** can bring two visitors, but they both must be parents or guardians.

Visitors must sign in, be over 18, and must not have flu or COVID-19 symptoms.

Keeping a Distance



We are maintaining social distances for the foreseeable future. As an added measure for your safety, **we will not be accepting cash in our offices.** Any necessary paperwork can be emailed before appointments and filled out before arriving.

Cover Your Nose and Mouth



Please **wear your mask or face covering** to your appointment, even if coming for a wellness visit. **We'll wear our masks too.**



Strict Cleaning Practices

All rooms in our offices are cleaned continually using CDC guidelines. We are also **keeping separate sick and well exam rooms where possible**, and cleaning every room in between patients, as always.

We hope you understand these extra measures as they help everyone to stay healthy.



Please help everyone by keeping a distance of 6 feet.



Thank you for practicing social distancing.

Keep practice areas clean

- Staff continue to wear masks throughout the day
- Clean exam rooms in between each patient
- Limit visitors with patients
- Segregate exam rooms
 - sick vs well patients
(sick defined as >100.4 temp, acute respiratory, acute GI, or COVID related symptoms)



Get creative with schedules

- Review schedule template of providers in office
- Alternate video visits with in-person visits
- Alternate days in the office between providers
- Consider extended hours
- Consider “Senior hours” or “Well Visit hours” to segregate populations
- Consider curbside/phone check-in for patients



Share with your peers



- Collaborate - please share best practices
Ideas & suggestions can be emailed to: PHG@premierhealth.com
- Call Tanya Jackson at 937-499-7441

Connect with Physician Relations Managers



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- Schedule virtual staff lunch-n-learns – hospital services/new programming updates
- Schedule virtual Physician “meet-n-greets”

Additional Resources



Visit: www.premierhealthgroup.com