

THE BOSS CLINIC LLC

COVID-19 POLICY AND PROCEDURES

Telehealth

Due to the shortage of PPE and the risk of exposure to COVID-19 to staff, **Telehealth is the preferred and primary method of providing care for our patients.** There are some situations in which telehealth visits are not feasible. The following sections of this document pertain to the safety procedures that THE BOSS CLINIC LLC will utilize to ensure the safety of both staff and patients. Situations in which telehealth is not feasible and an in-person office visit is needed may include (but is not limited to):

- When physical examination of the patient is medically necessary and cannot be deferred to a later visit without risk of serious harm
- When blood testing or specimen collection must be performed in office
- When physical medicine (hands on) techniques are required
- When IM or IV medications are recommended
- When patients do not have adequate access to technology required for telehealth and a private area in which to safely discuss their health with the provider
- When communication or cognitive difficulties prevent the use of telemedicine technology
- When patients do not have a safe home environment

Other situations may arise in which an in-office visit is preferred to Telehealth. The appropriate setting for the visit will be determined by the physician after communicating with the patient. Alternatives to telehealth include home visits, in-office visits, and community settings.

Pre-screening of Patients for In-Office Visits

Patients will be contacted up to 24 hours prior to their visit for screening of COVID-19 exposure and symptoms. If the patient has a known exposure or symptoms of COVID-19 within the past 14 days, the patient will not be allowed to come into our clinic and an alternate setting for care will be offered. We are not an urgent care or

emergency room and do not have the PPE or rooms required for isolation of COVID-19 patients. If a patient suspects they have COVID-19, the physician will refer them to the appropriate setting for care and testing or arrange a telehealth visit if mild symptoms. Individuals with exposure who are seeking testing will be asked to schedule a telehealth visit or will be referred to the appropriate testing site.

Patients will be asked if they currently have or have experienced in the past 14 days the following symptoms:

- **Cough**
- **Fever**
- **Difficulty breathing**

Or if they have:

- **Been in close contact with a confirmed or probable case of COVID-19**
- **Been to a COVID-19 impacted area**
- **Been in close contact with a person with an acute respiratory illness**

If they answer yes to the questions, the physician will conduct a screening interview via telephone with the patient to determine if these symptoms might be related to COVID-19 or if due to another more likely cause. If due to another more likely cause (asthma, allergies, COPD, etc...) and not likely contagious, the patient may be seen in clinic if necessary. If the symptoms are possibly due to COVID-19 or another contagious illness, the patient will be seen via telehealth or referred to the appropriate medical facility.

Personal Protective Equipment and Conservation of Supplies

The procedures performed at THE BOSS CLINIC LLC **do not typically require PPE** other than gloves, prior to the COVID-19 pandemic. These procedures involve examinations, physical medicine treatments, administration of IVs, and injections. Therefore, the provider may choose to wear a non-medical grade or cloth face masks as an acceptable form of source control per the CDC and OHA recommendations.

Reuse or extended use by the same wearer of surgical masks or N95s may be used to preserve PPE supplies when needed. Extended use is preferred over re-use. **Gloves and medical supplies such as syringes, needles, IV lines, plastic backed towels, and single use supplies (other than face shields and face masks) are never reused after patient use.** In the situation where more than source control is required (such as when droplet precautions are in place), the provider must wear a medical grade face mask or N95 with eye protection. If these are not

available and the patient must be seen in person by the provider, a cloth mask or non-medical face mask with a face shield may be used as the last resort per the CDC recommendations. **In general, we do not see patients in this clinic that are under droplet precautions because we do not have the facilities to provide this type of care. Any patient with a potentially contagious respiratory illness will be seen via telehealth, in the home, or referred to the appropriate medical facility.**

Face shields will be cleaned and disinfected with sanitizer wipes at the end of the shift, when visibly soiled, or after the care of any person with a potentially contagious illness.

In-Office Visit Protocol

The patient shall be pre-screened as outlined in the preceding paragraphs. **The patient and any other visitors will be required to wear a face shield or face covering upon entry to the clinic building. Face coverings may be removed when medically necessary for examination or treatment purposes.** If the patient cannot wear a face covering or face shield due to a medical disability, the visit will be performed at an alternative location such as the patient's home, outdoors, or via telehealth. This is to decrease the risk to others working in the clinic building/shared office space.

The provider may wear a face shield without a mask when performing services for Deaf, hearing impaired, or individuals with a communication disorder in order to facilitate communication. If telehealth is appropriate, telehealth will be utilized instead of the in-person visit.

We will ask patients to monitor their own temperature at home on the morning of the visit and not to come into the clinic if their temperature is elevated above their typical baseline temperature or if fever is present. Patients will wait in their vehicle or outside of the office until the time of their appointment. Because we do not have a front desk, the provider will take the patient's temperature at the start of the office visit and document this in the patient's chart. If the temperature is elevated due to a potentially infectious cause, the patient will be immediately escorted back to their vehicle or outdoors. Further evaluation and screening will be completed outside of the clinic as needed to ensure the safety of all individuals inside of the building.

After the visit, all touch surfaces and instruments used in the visit will be disinfected with an appropriate sanitizing solution or cloth.

Staff Self-monitoring

Staff are required to self-monitor for symptoms of COVID-19 and possible exposures. The staff are required to monitor their temperature prior to coming to the office. In the event of any acute and potentially contagious illness, staff must have a negative COVID-19 test (if respiratory symptoms or fever were present) and at least 24 hours without symptoms before returning to the clinic. In the event of exposure to COVID-19, staff must follow CDC and OHA guidelines for return to work. Since these CDC and OHA guidelines are rapidly changing and developing, staff will be referred to the appropriate resources as illness, exposure, or questions arise.

Cleaning Policy

THE BOSS CLINIC LLC will maintain a clean and safe environment for all patients, fellow officemates, and providers. Touch surfaces are disinfected with the appropriate disinfectant solution or sanicloth/caviwipe after every patient. Medical equipment used between patients is cleaned with either alcohol wipes or sanicloth/caviwipes depending upon the item and appropriate cleaning method for the equipment.