



COVID-19 Plan and Practices

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And so it began.... February 18th

Upfront planning: COVID-19 task force created including MD's, senior leadership, DON, and lead infection control committee.

Initial worklist:

- ☐ Evaluating PPE supplies
- ☐ Patient flow, screening at the door
- ☐ Screening of staff, visitors, and patients
- ☐ Limiting visitors and vendors
- ☐ Communications to the public regarding office practices/social media and office signage
- ☐ Education to staff and the community on Influenza vs. COVID-19
- ☐ Environmental cleaning
- ☐ Employee travel
- ☐ Travel guidelines
- ☐ Guidelines of necessary patient visits
- ☐ On treatment patient guidelines
- ☐ Reviewing logistics of beginning Telemedicine and Virtual check in

CDC and NYS Department of Health: Patients and Visitors

As of today....

- ▶ Daily review of upcoming schedules by MD and AP team for reschedule, virtual check in and to consent and schedule Telehealth.
- ▶ Patients called day prior of appointment and offered Telemedicine. If yes, consent is obtained and patient placed on a Telemedicine schedule.
- ▶ Patients coming into the office (mainly on treatment but not exclusive too) are asked to come alone or have the family member wait in their vehicle.
- ▶ Visitors are banned, exceptions are given a surgical mask or bandana.
- ▶ Each location with one point of entry: Screening consists of temperature monitoring, respiratory symptom review, recent illness or contact with illness, travel inquiry, and question regarding if the patient has been tested for COVID-19. When, where, results in etc.

CDC and NYS Department of Health cont.

- ▶ If the patient is positive for any questions a surgical mask is placed on the patient and gloves.
- ▶ The patient is brought to our temporary isolation area made from converted offices.
- ▶ Closest rooms to the point of entry. OH and Auburn office isolation rooms are the first exam room closest to the point of entry.
- ▶ One AP works in the isolation area and manages the “potential COVID-19” patients Monday - Friday. Full PPE etc. There is one MA as well. In our Brittonfield office we have two remaining offices next to our isolation room for the potentially sick patient waiting to be seen, or they wait in their vehicle until we call them in.
- ▶ For COVID-19 symptoms swab for influenza. If Flu negative, have patient call COVID-19 NYS testing hotline.
- ▶ Communication with MD's AP, Nurses, Schedulers all done with social distancing. Speaker phone and attempting to stay in offices as much as able.

CDC and NYS Department of Health cont.

Staff Office Practices:

- ▶ All staff is asked to stay home if not feeling well and call their supervisor. All staff will check their temperature at home before work. Digital thermometers were provided for those who did not have one.
- ▶ All clinical staff asked to wear scrubs and protective disposable isolation gown, mask, and gloves.
- ▶ Soliciting masks from employees, families, and community contacts saving N-95 masks for the staff working in the isolation areas.
- ▶ Removal of communal drinks, designated snacks, and freebies for staff, patients, and visitors.
- ▶ Sani-wipes with bleach dispersed in abundance throughout the office with each department incorporating a wipe down assignment of high contact areas.
- ▶ The A and B team concept for the AP staff across the offices to limit exposure and create enough days off for development of symptoms if infected.

CDC and NYS Department of Health cont.

Staff Office Practices:

- ▶ AP staff are co-partnering allowing one team to work in the office seeing combined attenuated schedules, while the other team works from home managing calls, chemotherapy questions and orders, virtual check -in , approving orders, Rx refills, reviewing documents etc.
- ▶ Reassigning staff including MD's who rotate through offices to now work from one exclusive location. There are no office AP covering in the hospital.
- ▶ Vendors are not allowed access to the building. Those picking up large amounts of medical waste and linens are screened at the point of entry.
- ▶ Designated areas assigned for package delivery- drop locations.
- ▶ All future HOACNY community sponsored events cancelled through June.

CDC and NYS Department of Health Guidelines cont.

Staff Office Practices:

- ▶ Hospital chemotherapy admits that can be administered safely as an outpatient will be accommodated in our infusion rooms with supportive care daily as needed.
- ▶ Hours of operation remain the same giving the ability to treat more symptom management and supporting any potential late in the day ER evaluations.
- ▶ Infusion rooms will provide daily hydration for the intensive regimens requiring daily hydration.
- ▶ Communicating potential office exposures with staff and patients.

Telemedicine and Virtual Check- in

- ▶ Started Telemedicine in the office.... Currently MD's only.
- ▶ Doxy.me
- ▶ Repurposed old infusion laptops and desktop computers.
- ▶ RN's calling patient reschedules and offering virtual check in; AP performing virtual check in from home.

Employee Guidance

- ▶ Employees asked to limit personal travel.
- ▶ As of 3/25: Those returning from travel outside of CNY are asked to self quarantine for 14 days.
- ▶ Human Resources is discussing with employees their individual questions and options.
- ▶ Each department working creatively to keep operations functioning and limiting staff exposure. Work from home, go home early, come in late etc.

HOACNY Environment as the “reset” button has been pressed.

Positive, Cautious, Preventative, Communicative, Supportive, Flexible, Fast Changing, and most of all Empathetic.