




CLINIC OPERATIONS IN THE TIME OF COVID-19

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Today's Webinar


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This information is presented from the perspective of a practicing field doctor with a home office in a moderately sized city, near the medical school, health department and a number of hospitals & clinics.



Due to the efforts of the ACA, The Department of Homeland Security has granted DCs designation of “essential providers” during this crisis



Authored by Christopher C. Krebs, director of Homeland Security's Cybersecurity and Infrastructure Security Agency (CISA), the memo lists specific workers in industries ranging from health care/public health, transportation, food and agriculture, information technology and more "who conduct a range of operations and services that are typically essential to continued critical infrastructure viability." According to the memo, CISA developed the list in collaboration with other federal agencies, state and local governments and the private sector.



We recognize that every Doctor of Chiropractic practices uniquely

- Variety of patient demographics (age, sex, race, population density, etc)
- Variety of practice settings (homes, office suites, stand alone offices, sports settings, solo, multidisciplinary, DC as owner/partner/employee, mobile clinics)



Examples:

- Doctor in solo practice in a rural area
- Doctor with a mobile practice for Medicare patients
- Doctor for sports team
- Doctor in a multidisciplinary clinic or hospital in an urban area
- Doctor with a wellness practice
- Doctor doing DOT exams



All of these have different considerations & different entities controlling them

- Personal
- Jurisdictional (federal, state, local)
- Ownership



PRIMARY RULE:

**USE
COMMON
SENSE**

To See or Not to See

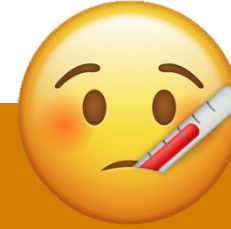


- Assess YOUR individual situation
 - your pt demographics
 - your location & position in local healthcare system
 - your practice structure
 - your personal/family situation
 - gvt recommendations/orders




- See acute cases or NMS symptomatic pts, don't advertise esp. for wellness pts.
- Don't promise cures or prevention of infection
- Only make statements based in solid science


Screening



- Screening questions when pt calls (examples from internet)
 - traveled to or been in contact w traveler from outside US
 - traveled to or been in contact w traveler from US hotspot
 - been near a known COVID-19 infected pt
 - been told you may have been exposed
 - do you have fever, cough, runny nose, sore throat?
 - do you have anosmia (loss of smell and/or taste)?


Know where screening & testing sites are located and contact info

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- Be prepared for frightened pts. (and staff)
 - Schedule pts appointments widely separated
 - Have pt wait in car until room open and cleaned
 - No one in except needed caretaker, in room with pt, no one wanders around or sits in reception area
 - Walk straight in and to room
 - Repeat screening questions and take temp, esp. non-touch thermometer

- 
- Room: smooth surfaces, easily sprayed or wiped down after each person
 - Remember doorknobs, door edges, chairs, phone, bathroom, etc
 - No fomites: toys, extra pens, books, promotional items, pamphlets, clickers/electronic devices
 - Have staff/Dr enter info, no shared iPads or clipboards
 - Consider covering hand rests (plastic cling wrap)
 - Face piece cover (paper towel)



- Use disposable bags to line basket
- Have spray, wipes, hand sanitizer, UV light visible and use frequently
- Use sanitizer before/after touching patient, wash hands
- Single use or pump creams, gels
- Disposable cups for water, etc

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- Dr consider wearing gown, mask, even gloves & goggles esp if treating at risk pt
 - Consider pt in 1 use gown, mask, gloves if needed
 - Obviously clean all surfaces in between
 - Open windows, air circulator/purifier, UV
 - Have ducts cleaned if switching to AC
 - Don't have clinic staff's personal items, food, etc. visible

Perception is Reality



If it is obvious you are trying to keep pts safe and area clean, they notice. Be sensitive to their concerns.



Self care: physical & psych





Plan for Your Business

Crisis Communication Plan





Who sends out info?
How sent
Who gets
Updates



Workers Comp? Furlough?

Document storage where, who has access, backed up

Deed, title, archives, insurance policies, licenses,
inventory, payroll, taxes, inheritance of business






Who has access to business info?

- Pt files
- Financials bank account, accounting, receivables, bill paying
- Passwords
- Legal power

Who answers phone,
returns calls, gives info?





Who can make official business decisions including temporary or final closing of practice, referrals, locum tenens?

Business contacts:


Business partners, accountant, attorney, other legal entities, employees, office manager, spouse or other family member





Business options:

- Telehealth, supplements, equipment, exercise
- Hold phone on vibrate against spine... (just kidding)



Discussion with state board/association re
available DCs or clinics for public health
assistance (drive through testing, secondary Rx
sites, etc.)



Self care: physical & psych



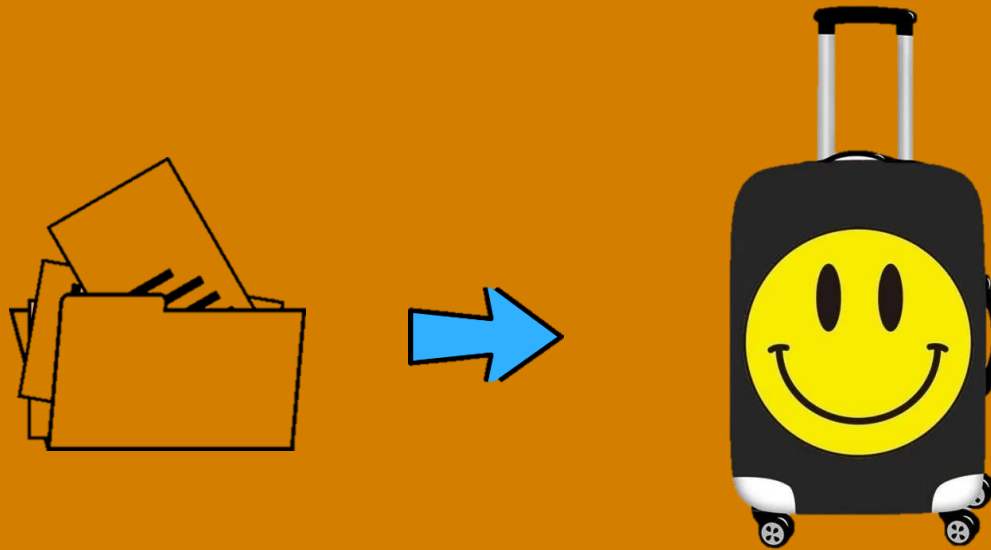


Personal documents plus

DOCUMENTS

Have these in hard copy in laminate or zip bag and possibly on flash drive.

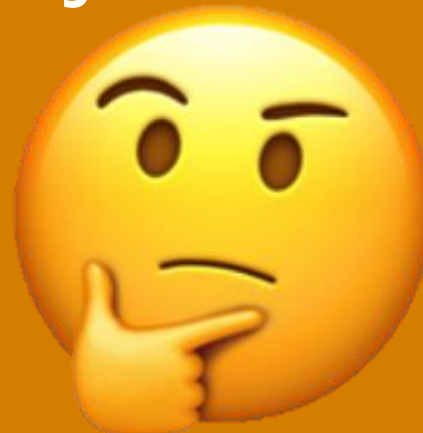
Keep them in small, accessible, easy to carry (or roll) case



Health History



- If you have any true allergies or serious medical conditions have obvious medallion, bracelet or tag
- List of all medications: dose, prescribing doctor, condition, pharmacy
- Notable Medical Hx: implants, allergies, surgeries
- Med contraindications, major diseases (diabetes, stroke, ht dis, COPD)



- Phone #s: doctors, attorney, insurance co (insurance= medical, residence, car, business), accountant
- Contact Info: people living w you, caregivers, local friend/relative, out of state relative (cell, home, work, email)
- Copies of Cards: insur/medicare, SS#, driver's license, (pacemaker, lens/implant, allergies)
- Copies: Medical Power of Attorney, non-medical POA, Living Will, DNR
- End of life plans



- Valuables, sentimental items & safe deposit key
 - COMPUTER/PHONE PASSWORDS
- **Have trusted relative/friend keep a set of the CRITICAL DOCUMENTS + copies of birth/marriage cert, safe deposit key, titles/deeds, credit cards, other important documents + copies of photos/memorabilia,
- ***Register online with Smart911.com and update info regularly

MONEY

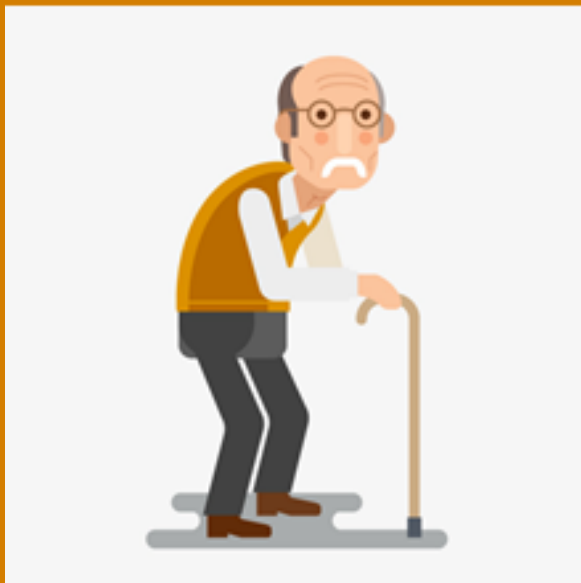
- Cash, small bills, some change
- ATMs may be inoperable
- Credit cards may not work
- May need vending machine money
- Keep with critical documents & ID in neck bag







A few other items
to consider...

I tell caregivers when I teach this class...many people over 60 wear glasses, have dentures, wear hearing aids and use a cane. If they left without those things, think how many senses would be altered. Think how helpless they would suddenly be.



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- Heaven (and emergency workers) can better help those who help themselves.
 - Always consider items critical for the person's health & independence. Their caretaker may not be available. Their phone may not work.
 - If they use dentures, hearing aids, glasses, a cane, an inhaler, etc and are told to evacuate immediately (fire, gas leak) how will they function?

- 
- If they can only remember that they take a “little orange pill at bedtime” it may take hours to determine what that medication is. If there are a number of people needing assistance, delay could be longer.
 - If the person has special needs, contact the local ambulance service to find out how to have them put on a list of people needing assistance during a crisis.



Assume there will be minimal first aid and medication available especially in the early phase of an emergency or if there is a rush for supplies

- Supplements, homeopathic Rx, OTC meds
- Medications: (preferably 2 weeks, include prescription information)
- (esp important are lifesaving medications such as those for epilepsy, blood pressure, heart, diabetes, asthma, COPD, clotting or allergy even if only used intermittently or in emergent situations)

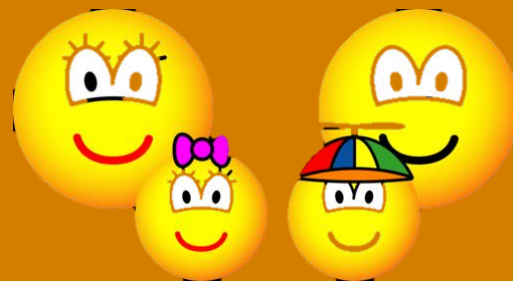
- Documents (see list), money, credit card, general purpose “gift” card
- Folding cane/walker, hearing aid/ batteries, denture case
- Contacts/case/solution/glasses/prescription info
- Catheters, Glucometer, needles, wound care items
- Durable medical goods information
- Personal Hygiene (sanitary pads, tampons, diapers, incontinence supplies)
- Batteries for everything
- Tracphone cell phone/cell phone charger (battery/solar/hand crank)
- Other chargers, extension cords, adapters



- If you have food or toiletry issues (allergies, religious or philosophic concerns) make sure you have a supply of those items. When there are a large number of victims, it is unlikely that your gluten or lactose sensitivity or vegan lifestyle will be a priority



- Include special items (faith item, family photo, personal focus, activity item)



Use this time alone with family to organize this information and gather items.

A gift to them and yourself



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CLINIC OPERATIONS IN THE TIME OF COVID-19

Next Webinar:

State Resources for Your Practice

with ChiroCongress Leadership

Thursday, April 9, 2020

2:00 p.m. CDT

