

Guidelines for Reopening the Article 28 Clinic

1. At appointment scheduling:

- Patient/staff asked covid-19 screening questions
- Reminded that a mask is required unless the patient can't remove the mask themselves

2. Confirmation/reminder phone call the day prior to the appointment:

- Patient/staff asked covid-19 screening questions
- Reminded that a mask is required at appointment unless the patient can't remove the mask themselves
- Asked to notify the clinic office by phone at extension 180 when they arrive to the clinic building from their vehicle (if possible)
- Asked to remain in the vehicle until clinic staff come out to the vehicle to get them

3. Time of the appointment:

- Patient/staff to call the office upon arrival from their vehicle (If possible)
- Empower clinic staff (wearing a mask) to go out to the vehicle, ask covid-19 screening questions, temp the patient and the staff that would be entering the building and making sure a mask is worn. When necessary a mask will be provided. If the patient is unable to remove their own mask a face shield will be provided.
- Empower clinic staff to escort the patient and one of their staff (2 if required for safety) directly to the service area. Empower staff to open doors.
- After service provision, patient and staff will be escorted to their vehicle. Empower staff to open doors.
- If the patient cannot stay in their vehicle they will be escorted to a chair in the waiting area that provides physical distancing of at least 6 feet

4. Following each appointment:

- Empower clinic staff to clean and sanitized all chairs and surfaces touched by patient and staff while wearing gloves.
- Empower clinic staff to wash hands

5. Same day as appointment or following day:

- Empower staff to call patient/family/home/staff to schedule a follow-up appointment as necessary