

Guideline for Opening Primary Care Offices Amended June 1, 2020

Decision to gradually restart:

- Directive #2** states that Health Care Providers (HCPs) are in the best position to determine which services should continue to be provided remotely (by telephone other virtual means) and which should be provided in-person.
- This should be guided by best clinical evidence, medical judgment and four principles of **Proportionality**, **Minimizing Harm to Patient**, **Equity** and **Reciprocity**.
- HCPs must adhere to the guidance provided by their applicable health regulatory college ([FAQ-CPSO](#))



Organizational Risk Assessment (ORA):

- HCPs should use a systematic approach to assess the efficacy of control measures to mitigate the transmission of infection. This can include:
 1. Elimination and Substitution: Telemedicine
 2. Engineering and System Control Measures: Isolation, Ventilation, Barriers
 3. Administrative Control: Policies, Procedures, Training
 4. Personal Protective Equipment: Education, Training, Use, Maintenance, Disposal

Passive Screening:

- HCPs should post information on their clinic entrance, website or send emails to patients advising them to call prior to coming to the office/clinic.
- Signage should be posted at the entrance of the office/clinic and reception areas requiring all patients/essential visitors to bring and wear a face covering (if available and tolerated).



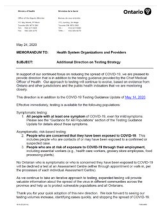
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Active Screening:

Patients should be screened over the phone for symptoms of COVID-19 before scheduling appointments. If patients present in-person without phone screening, staff should screen them at point of entry to assess for symptoms and exposure history. Consider a “closed door” policy so screening can be done in the hall or on the phone before patients enter the office.

Testing:

- All patients with at least one symptom
- Patients who are concerned that they have been exposed to COVID-19
- Patients who are at risk of exposure to COVID-19 through their employment



Scheduling/Cohorting:

- Cohort asymptomatic patients in one half-day/full-day
 - stagger patients to arrive at different times
 - book symptomatic patients at the end of day in a dedicated room
- Ask patients to arrive wearing a mask (when able), avoid other visitors if possible, and stand 6 ft apart in hallway or wait in car/outside building until called.

Protecting your staff:

- Reception layout should allow for 6 ft distance between individuals
- Consider use of plexiglass/sneeze guard between patients and staff
- Use mask when patient facing



Protecting yourself:

- Asymptomatic patients: Mask and Face Shield or Goggle
- Symptomatic: Mask/Eye Protection/Gown/Gloves
- Wash your hands before and after entering the room



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Point of Care Risk Assessment (PCRA):

- A PCRA should be completed by HCPs before every patient interaction. A PCRA should assess the task, the patient, and the environment.
- If a patient or an essential visitor screens positive, the appointment should be deferred if possible and the individual sent for testing.
- Require all patients/essential visitors to wear a face covering (if available and tolerated).

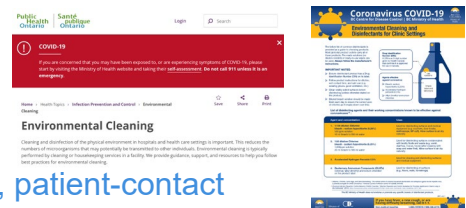
Physical Capacity/Environment:

- Redesign the physical setting and interactions to minimize contact between individuals where possible
- Minimize the need for patients and essential visitors to wait in the waiting room
- If limited space in the waiting room, have patients wait in their car/outside building and call when ready
- Move patient immediately to an exam room, ask them not to touch anything and if possible, not to sit or go directly to the examination table
- Provide tissues and lined garbage for use by staff and patients
- Remove all unnecessary items from examination rooms
- Keep common area doors/entrances open so less need to touch hard surfaces e.g., door handle

Cleaning:

- Shared equipment: Between patients
- Frequently touched surfaces: At least twice daily

After every patient visit, whether the patient is symptomatic or not, patient-contact surfaces (i.e., areas within 2 meters of the patient) should be disinfected as soon as possible.





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PPE: (Attention: Price has increased significantly)

- Call your local distributor ([Surgo](#), [Medical Mart](#), [PPEsupply](#), [Pharmadepot](#), [DentalLeads](#), [EMRN](#), [CanadaMedical](#), etc.)
- [Amazon](#)
- [Conquercovid19](#)
- ❖ Use a washable gown, Lab coat, Scrubs and remove them before leaving the office or before entering your house

Useful Resources:

- <https://www.covid19toronto.ca/>
- http://www.health.gov.on.ca/en/pro/programs/publichealth/coronavirus/2019_guidance.a.spx
- <https://www.ontariohealthcoalition.ca/>
- <https://covidreview.ca/>
- <https://cep.health/clinical-products/covid-19/>
- <https://srpc.ca/COVID-19-Resource-Guide>
- <https://www.psych.on.ca/COVID19DRN>
- http://www.health.gov.on.ca/en/pro/programs/publichealth/coronavirus/docs/2019_testing_clearing_cases_guidance.pdf
- <https://www.ontariofamilyphysicians.ca/tools-resources/timely-trending/novel-coronavirus-2019-ncov/considerations-for-in-person-visits.pdf>
- <https://swcovidtools.ca>
- <https://tools.cep.health/tool/covid-19/#ops-resources>
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