Get Your Clinic Ready for COVID-19

Healthcare facilities in Kansas cannot and should not turn away patients or refuse care for fear of COVID-19. This guidance is provided to help clinics feel confident in continuing to serve their patients and in dealing with COVID-19.

Before Patients Arrive

Prepare the clinic.

Know how to contact KDHE
- COVID hotline for general questions: 866-534-3463 or covid-19@ks.gov
- KDHE Epidemiology Hotline for questions about testing criteria and isolation/quarantine: 877-427-7317

Stay connected with COVID-19 updates for your community and abroad
- KDHE COVID-19 Updates
- KDHE COVID-19 Resource Center
- CDC COVID-19 Travel
- CDC COVID-19 Healthcare Facilities
- CDC COVID-19 Healthcare Professionals

Assess and restock testing and PPE supplies now and on a regular schedule

Know which of your patients are at higher risk
- older adults
- those with serious chronic medical conditions

Consider and plan for providing more telemedicine appointments

Communicate with patients.

Post signs at entrances and throughout the clinic about prevention actions

Create a question guide for staff; use it to ask patients about symptoms during reminder calls
- Is patient experiencing fever, cough, and/or shortness of breath?
- Has the patient traveled in the last 14 days?
- Has the patient been in contact with a person(s) diagnosed with COVID-19?

Consider rescheduling elective procedures/non-urgent appointments

Prepare the waiting area and patient rooms.

Provide adequate supplies for respiratory and hand hygiene:
- Masks (for those displaying respiratory symptoms)
- Tissues
- Alcohol-based hand rub
- Soap at sinks
- Trash cans

Place chairs at least 6ft apart when possible

Remove any communal objects or clean/disinfect regularly:
- Toys
- Reading materials

Train and Prepare Your Staff Now!

- Emphasize hand hygiene and cough etiquette for everyone.
- Ensure your clinical staff know the correct ways to put on, use, and take off PPE safely.
- Make a plan for handling patients with respiratory symptoms and those suspected to have COVID-19; share with staff and practice the plans to ensure everyone understands.

When Patients Arrive

Place staff at entrances to ask patients about their symptoms.

Consider limiting entrances to facility

Limit non-patient visitors

Provide facemasks to symptomatic patients

Separate sick patient with symptoms.

Place sick patients in a private room as quickly as possible

If these patients need to wait:
- Allow stable patients to wait outside or in their cars
- Create a separate waiting area for sick vs well patients

After Patients are Assessed

Notify KDHE if you suspect a COVID-19 case.

Since this is a novel disease a mandatory report is required within 4 hours of suspicion of a case
- Collect an NP swab specimen and keep cold for potential testing
- Testing is now available through some commercial/reference labs
- For notification to KDHE fill out a reportable disease form or the new testing approval form and send via secure fax 877-427-7318

Provide at-home care instructions to patients with respiratory symptoms who are stable enough to go home.

Information and handouts can be found at the KDHE COVID-19 Resource Center

Consider telehealth options for follow-up with patients

Cleaning/Disinfection

Clean surfaces before disinfecting – use EPA-registered disinfectant for SARS-CoV-2
- Hit high-touch surfaces multiple times per day (e.g., door handles, chairs, registration counter)
- After respiratory patients leave, close door to room and allow 1-2 hours for air changes before cleaning, if able to maintain normal clinic function during the time the room is not in use

For more information on COVID-19 in Kansas, visit:
www.govstatus.egov.com/coronavirus