

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

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

Symptoms (observed, not subjective):

- Fever ($\geq 100.4^{\circ}\text{F}$)
- Cough
- Shortness of breath

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

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.

- Recognize the symptoms of COVID-19 – fever, cough, shortness of breath.
- Implement procedures to quickly triage and separate sick patients.
- Ask staff to stay home if they are sick.
- Send staff home if they develop symptoms while at work.

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