

COVID-19 OUTPATIENT HEALTH-CARE FACILITY GUIDELINES



In accordance with [Executive Order 2020-97](#)
Outpatient Health-Care Facility Operations are
REQUIRED to:

- **Develop a COVID-19 preparedness and response plan**
 - *Establish a response plan for dealing with a confirmed infection in the workplace.*
 - *Designate one or more worksite supervisors to implement, monitor, and report on COVID-19 control strategies.*

See [Guidance on Preparing Workplaces for COVID-19](#) developed by OSHA. See [COVID-19 Preparedness and Response template](#).

- **Screening protocols**
 - *Conduct daily entry self-screening protocol for all employees.*
 - *Conduct a common screening protocol for all patients, including temperature check and questions about COVID-19.*

Sample workplace health screening in [Re-Engagement Resources for Businesses](#).

- **Face masks, face coverings and PPE**
 - *Require employees to make proper use of PPE in accordance with CDC and OSHA.*
 - *Require patients to wear face coverings when in the facility, except as necessary for identification, examination, or procedure.*
- **Maintain 6-ft distancing**
 - *Keep employees and patrons on premises at least six feet from one another to the maximum extent possible, using physical guides, such as tape on floors or sidewalks and signage on walls to ensure appropriate distance in any lines.*
 - *Limit waiting-area occupancy to the number of individuals who can be present while staying 6-ft away from one another and ask patients, if possible, to wait in their car for their appointment.*
 - *Mark waiting rooms to enable 6-ft of social distancing (place X's on the ground, remove seats in the waiting room etc.)*

For the purpose of this order, outpatient health-care facilities includes clinics, primary care physician offices, or dental offices, and also including veterinary clinics.

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- **Train employees**

At a minimum, cover workplace infection-control practices, proper use of PPE, steps for symptomatic employees, reporting unsafe working conditions, food safety guidelines, and managing symptomatic customers.

- **Increase facility cleaning**

- *Clean and disinfect to limit exposure to COVID-19, especially on high-touch surfaces.*
- *Establish procedures for building disinfection in accordance with CDC guidance if it is suspected that an employee or patient has COVID-19 or if there is a confirmed case.*
- *Deep clean examination rooms after patients with respiratory symptoms and clean rooms between all patients.*
- *Make cleaning supplies available to employees upon entry, provide time for hand washing or hand sanitizer use.*

- **Confirmed COVID-19 case(s)**

- *If an employee, within 24 hours the employer must contact the local public health department, and any co-workers, contractors or suppliers that came into contact with that person.*
- *Employer will allow employees with confirmed or suspected COVID-19 to return to work only after they are no longer infectious according to latest [CDC guidelines](#).*

- **Patient appointments**

- *Limit the number of appointments to maintain social distancing and allow adequate time between appointments for cleaning.*
- *Employ telehealth and telemedicine to the greatest extent possible.*

- **Symptomatic patients**

- *Adopt special procedures for patients with high temperatures or respiratory symptoms to avoid exposure to other patients in waiting room.*

- **Special populations**

Add special hours for highly vulnerable patients, including elderly and those with chronic conditions.

Questions?

Contact the Health Department of Northwest Michigan at 1-800-386-5959

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- **Physical barriers**

Install at sign-in, temperature screening, or other service points that normally require personal interaction (e.g., plexiglass, cardboard, tables).

- **Enable contactless sign in, if possible**
- **Place hand sanitizer and face coverings at patient entrance(s)**
- **Communications materials**

Post signs at entrance(s) instructing patients to wear a face covering when inside. Signs for workplaces are available in [Re-Engagement Resources for Businesses](#).

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