



Policy and Procedures - COVID-19



March 31, 2020

Trenton Community Clinic

Trenton, North Dakota 58853

Access to the Facility

Staff at the front desk will be making the appointments and administering COVID-19 screening questions, if applicable to determine if the client requesting an appointment with a provider may need a COVID-19 testing or some other necessary provider visit. The front desk staff will then provide the nursing staff with the client request, who will then go to the provider.

Appointments for patients are approved by each individual provider on a case by case basis. All other medical needs will be addressed over the phone. The information from the client will be referred to the providers for case by case emergent care appointment. The provider will either conduct a phone consultation, make an appointment for the client in person or make a referral for outside services.

Appointments are limited to patients 60+. Clients will receive services in the clinic if needed. This decision will be determined on a case by case basis by the provider. The Trenton Community Clinic is limiting the number of clients coming into the facility to protect the clients and staff. The provider may determine they can do a phone consultation with the client.

Any individual needing access to the facility will have their temperature screened at the door. If their temperature is 100.4° or above, they will be asked to wait in their car. The staff will have time to ensure Room 5 or 6 is ready for a new client. The client will be called to come into the facility. They will be escorted by a nurse, equipped with the proper Personal Protective Equipment, to Room 5 or 6.

Any individual needing access to the facility will have their temperature taken, they will sign in at the front door. Masks and sanitizer are set at the front door for any individual entering the facility. This will include deliver personnel, contract workers, or employees from other buildings.

Clients who come to the facility for an appointment will be escorted to the examination room and back out to the front door after their appointment is completed to eliminate contact with other clients or staff.

Front Desk Procedures

All clients will be advised that there will be an initial screening done by phone before determining if the patient will need to be seen. They should refrain from presenting in person until being instructed to do so by Trenton Community Clinic Staff.

The requirement to show client identification and insurance cards will be suspended for the next 30 days.

Personal Protective Equipment (PPE)

Anyone coming into physical contact with a patient suspected of having COVID19 will be required to wear personal protective equipment (PPE). PPE includes mask (preferably N95 respirator), gown, gloves and face shield. Contaminated PPE will be properly disposed of in available biohazard containers located outside of exam room 5 and 6. These containers will be picked up periodically by Health Care Environmental Services, Fargo, N.D. PPE will be also be donned by all staff cleaning said exam rooms per cleaning and disinfecting guidelines lid out later in this document.

Medication

Medications fills/ refills will be requested by phone or fax. Clients will be asked to call to confirm their medications are ready for pick up before coming to the clinic. They are also instructed to call when they arrive in the clinic parking lot. Clinic staff (staff member responsible for screening temperatures) will obtain the patients mediations(s) and delivered them to the patient at the front door.

Most medications refills will be able to be provide 30 days with a phone request. If a follow up visit is necessary, the patient will be contacted by nurse or medical provider. If a telemedicine visit is needed, this will be arranged with the patient.

New Patients

New clients will need to register to determine if they qualify for services. They will be informed on the initial phone call that they will need to fill out the new patient information packet. They will pick the packet up at the front door. They will complete the packet outside of the facility. The new client will be informed of the proper documentation needed for verification of services. They can provide this information to the staff member at the front door. The front desk staff will make copies of the documents and return them to the client when they bring their information packet back. If they qualify for services an appointment by phone will be scheduled by the provider, unless this is determined to the patient needs to be seen by the provider. This will be determined on a case by case basis.

Lab Work

Certain lab and blood samples can be taken at patient's home rather than coming into clinic. This is based on a case by case determination.

Respiratory Syncytial Virus and Flu cultures are amongst some labs that need to be taken at the clinic. This will be collected by our nurses, unless indicated otherwise by a provider.

Weekly Lab Work and Injections

Weekly lab work and injections will be completed on Wednesdays and Fridays in the room previously used for the eye clinic. Patients will come in the front door and go directly to the room. Their temperature will be taken at the front door prior to any medical care, if they have a temperature of 100.4°, they will be referred to a provider for screening of the COVID -19.

Immunizations will be suspended for 30 days and re-evaluated at that time for further determination for patient safety.

Dental Department

The dental department will see emergency and urgent care patients only, as recommended by ADA, I.H.S. and North Dakota Board of Dental Examiners. Examples of urgent care include: severe dental pain, abscess or infection resulting in pain or swelling, dental trauma, temporary restoration is lost or broken. Further information is available at ADA.org/virus

Optical Department

The optical department will be open for emergency situations and we will work with clients to provide limited services. However, the Optical Department has limited number of the frames in stock. If a patients' glasses are broken and we do not have the frame in stock, they will need to purchase a new pair of glasses (lens and frame) instead of getting the warranty. In order for the warranty to be in place, the same frame needs to be returned to the main lab. The labs we work with are closed at this time and we cannot return glasses to them. Since the labs are closed the optical department is not getting any more frames. If a patient has old frames, it is possible to use them and to pay for the lens only.

Adjustments are limited for patients coming in the building. The patient will be meet at the door, their temperature will be taken. If they do not have a temperature of 100.4, they will be escorted to the optical department room for adjustments. If they have a temperature they will be referred to a provider for an assessment. If a client needs their glasses fixed (screw missing or lens popped out) they can drop them off and we will do what we can to fix them and call the client to return to pick them up.

OB Department and Patients

Obstetrical patients will have initial visits conducted by a phone visit, excluding the full physical examination to protect the patients. Then Lab work will be set up following completed initial OB phone visit. Urine HCG (pregnancy confirmation) will be conducted at time of initial OB labs.

The patient will be required to wear a mask and then escorted to the lab for tests and escorted back to the front door. The provider will inform the client that further communication will be coming from our Contract Health Department personnel regarding their referral process.

Drug and Alcohol Program

The director of the program is contracting his clients and services will be provided in an alternative locations.

Employee Safety

All TISA- BIA and Clinic staff will have a temperature screening daily. The BIA-TISA staff will report the front door of the Clinic. The Clinic staff will have their temperature screened at the Clinic Time Clock Door. The CHRS, Diabetic Staff, Maintenance Staff, Commodity Warehouse Staff, will have their temperatures screen at the CHR Building each morning. Housing staff will be taken at the Housing Office. Arrow Sanitation Staff will be screened at their building each morning.

All staff are expected to fill out The North Dakota Department of Health COVID-19 Screening for Healthcare Providers every Monday morning and the individual taking the temperatures, will place them in a sealed envelope and submitted to the DON to be placed in a secure locations. The Director of Nursing will review the forms for any information that would elevate the need for an employee to be screened for the COVID-19. Unless, any answers are YES, personnel should self-report at that time instead of waiting until the following Monday.

COVID- 19 Testing Process

If COVID-19 is suspected, the patient will be tested by the provider for the virus. The provider will have the lab tests done and the lab swabs will be sent to Bismarck by 2:00 on the same day. The turn-around estimated at 3 to 4 days. When a patient is tested for the virus the provider has the patient place themselves in self-quarantine status for 14 days. Once the result of the test are received by the clinic, the lab personal will inform the provider, who will then contact the patient.

Cleaning and Disinfecting

1. Close off areas used by the patient. Open outside doors and windows to increase air circulation in the area and then begin cleaning and disinfection.
2. Cleaning staff will clean and disinfect all areas (e.g., offices, bathrooms, and common areas) used by the COVID-19 patient focusing especially on frequently touched surfaces.
3. If surfaces are dirty, they will be cleaned using a detergent or soap and water prior to disinfection.
4. For disinfection, EPA-registered household disinfectants should be effective. A list of products that are EPA-approved for use against the virus that causes COVID-19 will be available in the Clinic Directors Office.
5. Focusing on cleaning and disinfecting common areas where staff/others providing services may come into contact with ill persons.
6. Clean all “high-touch” surfaces, such as counters, tabletops, doorknobs, bathroom fixtures, toilets, phones, keyboards, every day. Clean any surfaces that may have blood, stool, or body fluids on them.
7. Fill out the Cleaning and Disinfecting Log at each door. Examination rooms, Room 6, bathrooms, lobby, nursing area, shot room (former optical room).

How to Clean and Disinfect

Surfaces

1. If surfaces are dirty, they should be cleaned using a detergent or soap and water prior to disinfection.
2. For disinfection, diluted household bleach solutions, alcohol solutions with at least 70% alcohol, and most common EPA-registered household disinfectants should be effective.
3. Diluted household bleach solutions can be used if appropriate for the surface. Follow manufacturer’s instructions for application and proper ventilation. Check to ensure the product is not past its expiration date. Never mix household bleach with ammonia or any other cleanser. Unexpired household bleach will be effective against coronaviruses when properly diluted.

4. Prepare a bleach solution by mixing:

- 5 tablespoons (1/3rd cup) bleach per gallon of water or
- 4 teaspoons bleach per quart of water
- Products with EPA-approved emerging viral pathogens claims are expected to be effective against COVID-19 based on data for harder to kill viruses. Follow the manufacturer's instructions for all cleaning and disinfection products (e.g., concentration, application method and contact time, etc.).
- For soft (porous) surfaces such as carpeted floor, rugs, and drapes, remove visible contamination if present and clean with appropriate cleaners indicated for use on these surfaces. After cleaning:
 - If the items can be laundered, launder items in accordance with the manufacturer's instructions using the warmest appropriate water setting for the items and then dry items completely.
 - Otherwise, use products with the EPA-approved emerging viral pathogens claims (examples included in list provided with this document) that are suitable for porous surfaces

Linens, Clothing, and Other Items That Go in the Laundry – if applicable – should this be included?

- Do not shake dirty laundry; this minimize the possibility of dispersing virus through the air.
- Wash items as appropriate in accordance with the manufacturer's instructions. If possible, launder items using the warmest appropriate water setting for the items and dry items completely. Dirty laundry that has been in contact with an ill person can be washed with other people's items.
- Clean and disinfect hampers or other carts for transporting laundry according to guidance above for hard or soft surfaces.

Personal Protective Equipment (PPE) and Hand Hygiene:

1. Cleaning staff will wear disposable gloves and gowns for all tasks in the cleaning process, including handling trash.

2. Gloves and gowns should be removed carefully to avoid contamination of the wearer and the surrounding area. Be sure to **clean hands** after removing gloves.
3. Gloves should be removed after cleaning a room or area occupied by ill persons. Clean hands immediately after gloves are removed.
4. Cleaning staff will immediately report breaches in PPE (e.g., tear in gloves) or any potential exposures to their supervisor.
5. Cleaning staff and others should clean hands often, including immediately after removing gloves and after contact with an ill person, by washing hands with soap and water for 20 seconds. If soap and water are not available and hands are not visibly dirty, an alcohol-based hand sanitizer that contains 60%-95% alcohol may be used.
6. Follow normal preventive actions while at work and home, including cleaning hands and avoiding touching eyes, nose, or mouth with unwashed hands.
7. Additional PPE might be required based on the cleaning/disinfectant products being used and whether there is a risk of splash. (examples: eye wear and full face shield)
8. Gloves and gowns will be removed carefully to avoid contamination of the wearer and the surrounding area. Be sure to **clean hands** after removing gloves.
9. Gloves will be removed after cleaning a room or area occupied by ill persons. Clean hands immediately after gloves are removed.
10. Cleaning staff **and others** will clean hands often, including immediately after removing gloves, and gowns and after contact with an ill person, by washing hands with soap and water for 20 seconds. If soap and water are not available and hands are not visibly dirty, an alcohol-based hand sanitizer that contains 60%-95% alcohol may be used. Follow normal preventive actions while at work and home, including cleaning hands and avoiding touching eyes, nose, or mouth with unwashed hands.
 1. After PPE equipment is removed it will be placed in the bio-hazard container in Room 6. All PPE equipment will be removed by providers and placed in the container before they leave examination room 6 and new equipment will be used upon reentry into the room.

Additional Considerations for Employers:

- Employers should educate staff and workers performing cleaning, laundry, and trash pick-up activities to recognize the symptoms of COVID-19 and provide instructions on what to do if they develop symptoms within 14 days after their last possible exposure to the virus. At a minimum, any staff should immediately notify their supervisor and the local health department if they develop symptoms of COVID-19.
- Employers should develop policies for worker protection and provide training to all cleaning staff on site prior to providing cleaning tasks. Training should include when to use PPE, what PPE is necessary, how to properly put on, use, and take off PPE, and how to properly dispose of PPE.
- Place all used disposable gloves, facemasks, and other contaminated items in a lined container before disposing of them with other household waste. Clean your hands (with soap and water or an alcohol-based hand sanitizer) immediately after handling these items.

Coronavirus Team

Chairman Shane Moran

Dr. Viola Lafontaine, Clinic CEO

Dr. Keating, Medical Doctor

Dr. Trevino, Medical Doctor

Brandy Warmsbecker-FNP

Melissa Falcon-Lab Technician

Leana Nielson-Diabetic Outreach

Dr.Cohoe, Medical Doctor

Greg Bender, Director of Nursing

Anya Scero or Shellye Johnson – T.I.S.A reception.

LaRae Schlinder, LPN

Lilia Waggoner, LPN