Clinic Approach to Preventing Transmission of COVID-19.

**Background:**

CDC has made recommendations to healthcare facilities to reschedule non-urgent outpatient visits as necessary and to reaching out to patients who may be a higher risk of COVID-19-related complications. In addition, Seattle King County Public Health has made recommendations regarding social distancing. A UW Medicine approach to these recommendations is needed to minimize morbidity and mortality and viral transmission, particularly if this situation continues for weeks or months.

**Goals**

1) Provide care for all patients, irrespective of COVID-19 infection status, at the appropriate level.
2) Reduce unnecessary healthcare visits to prevent transmission of respiratory viruses

**Approach**

1) Continue to provide face-to-face visits when needed.
2) Implement alternatives to face-to-face visits.
3) Reschedule non-urgent outpatient visits when indicated.

**Guidelines**

1) In determining whether patients should keep their scheduled appointment, providers should review schedules in advance and identify patients who may be at higher risk:
   a. Elderly patients
   b. Those with comorbidities or weakened immune systems
   c. Others who are at higher risk for complications from respiratory diseases, such as pregnant women
2) Have clinic staff reach out to those patients to offer telehealth visit (if available) or phone call with provider if possible to develop an interim care management plan**
3) Postpone in-person routine or non-urgent visits (i.e. AWV, physical therapy, routine BP checks) for those patients
4) Ensure that the patient has sufficient medication refills and provide instructions to contact the clinic by phone if they become ill
5) For patients who require an in-person visit, remind them of infection control precautions to help keep them safe during commute and visit (thorough handwashing, not touching face, maintaining distance from others if possible).

**Will develop scripting for staff**