



The COVID-19 Pivot: Protecting patients and physicians during the pandemic - *Resources*

Practice Changes to Minimize risk during the COVID-19 pandemic

Waiting Room Considerations

- Many physicians have changed to virtual visits. But when patients do visit the office...
- Have patients wait in cars until their in-person appointment.
- Put patients directly into rooms to avoid congestion in the waiting room area.
- If in waiting room, keep patient number low (minimum 2 meters apart)
- Remove toys, magazines, newspapers from waiting/exam rooms.
- Minimize chairs, including in exam rooms since in-person visits are primarily for physical exam.

Front Desk considerations

- Maintain 2-metre distance from patients and co-workers.
- If available, plexiglass barriers for receptionists (PPE for receptionists is not necessary if plexiglass barrier in place).
- Add tape on floor to indicate how far patients should stand apart from each other and reception desk.
- Physicians can screen in-person appointment and request a phone call to patient first to confirm appointment needed.
- Provide masks to patients (supply permitting) and hand sanitizer.
- No food in any rooms.

Clinic considerations

- The most important protection is hand hygiene. Wash hands before & after every patient regardless of physical contact. A [hand-washing video](#) is available from John Hopkins.
- Keep a two-meter distance during history taking, and examine briefly.
- Masks can be reused until soiled or wet. To remove, simply lift by ear loops (avoid touching mask). To re-use, place (patient-facing side down) in breathable container to store overnight.
- Clean surfaces after every patient, including computer keyboards in exam rooms. Use 70% alcohol, 0.05% hydrogen peroxide or 0.1% sodium hypochlorite.
- Alternate doctors in clinic to minimize staff/patients and permit physical distancing.
- Alternate patient visits with phone calls.
- Identify physician tasks that may be done at home (phone calls, lab checks, insurance forms, RX renewals, video visits).

PPE Recommendations in office

- **COVID suspects** – full PPE (gown, gloves, surgical mask, eye protection), patient in mask.
- **Asymptomatic patients** – surgical mask and eye protection with meticulous hand hygiene + gloves. If supplies allow, patient in mask.
- Surgical masks are adequate in the clinic setting; N95 masks are not mandatory

References:

1. Ministry of Health and Long Term Care. COVID-19 Guidance: primary Care Providers in a community setting (Mar 20, 2020). Available [here](#).
2. Ontario College of Family Physicians (OCFP). Newsletter (April 5, 2020).
3. OCFP. COVID-19: tips for Family Doctors (last update: March 31, 2020). Available [here](#).
4. Anecdotal advice from Member Interest Groups, CFPC

LINKS AND RESOURCES

Prenatal and well-baby visits

[Interim schedule](#) for pregnant women & children during the COVID-19 pandemic (Full set of resources); click [here](#) to see proposed schedule in PDF format

BMJ resources for COVID-19

- 1) Assessment of COVID-19: [article](#) and [infographic](#);
- 2) Virtual visits: [article](#) and [infographic](#) (during COVID time)
- 3) [Use of PPE](#) (infographic)

Statements about Sick Notes

- 1) [Announcement](#) from the Ontario Premier's Office
- 2) [Statement](#) from the Canadian Medical Association

Physician Forum

MiGroups is a CPFC member-only, secured online discussion forum. Connect to the discussion and ask your patient questions related to the COVID-19 pandemic by signing up at <http://cfpc.timedright.com>. Email us at migs@cfpc.ca with any questions or for assistance.

The COVID-19 Pivot: Adapting family practice to virtual care - *Resources*

- Ontario Telemedicine Network (OTN): [General information](#) and [COVID-19 related information](#)
- [Virtual Care resources](#) from the Alberta Medical Association
- The Canadian Medical Protective Association (CMPA) [Consent form](#)
- Telehealth and patient-doctor relationships in rural and remote communities (A [commentary article](#) by Dr. Pawlovich)
- In-home visits during COVID-19 from OCFP: [guidance document](#)
- Interim schedule for well-baby visit:
 - https://www.cfp.ca/sites/default/files/pubfiles/PDF%20Documents/Blog/Interim_schedule.pdf
 - <https://www.cfp.ca/news/2020/03/25/3-24> (Full Article)
- Ontario Billing information: <https://ontariomd.news/>

General resources on COVID-19:

- <https://www.cfp.ca/coronavirus-information-resources-news/>