Get Your Clinic Ready for Coronavirus Disease 2019 (COVID-19)

A new respiratory disease—coronavirus disease 2019 (COVID-19)—may impact your community.

Get ready! Steps you take to prepare your clinic for flu can also help protect your patients and healthcare workers from COVID-19:

### Before Patients Arrive

- **Prepare the clinic.**
  - Provide 24/7 Hotline number for sick patient to call.
  - Consider and plan for providing more telemedicine appointments.
  - Know how to contact your local health department.
  - Stay connected with your health department to know about COVID-19 in your community. Step up precautions when the virus is spreading in your community.
  - Assess and restock supplies now and on a regular schedule.

- **Communicate with patients.**
  - Ask patients about symptoms during phone calls before the visit.
  - Consider rescheduling non-urgent appointments.
  - Post signs at entrances and in waiting areas about prevention actions.

- **Prepare the waiting area and patient rooms.**
  - Provide supplies—tissues, alcohol-based hand rub, soap at sinks, and trash cans.
  - Place chairs 3–6 feet apart, when possible.
  - Use barriers (like screens), if possible.
  - If your office has toys, reading materials, or other communal objects, remove them or clean them regularly.

### When Patients Arrive

- **Establish triage/screening area and place staff at the entrance to ask patients about their symptoms.**
  - Provide symptomatic patients with tissues or surgical masks to cover mouth and nose.
  - Limit non-patient visitors.

- **Separate sick patients with symptoms.**
  - Allow patients to wait outside or in the car if they are medically able.
  - Create separate spaces in waiting areas for sick and well patients.
  - Place sick patients in a private room as quickly as possible.

### After Patients are Assessed

- **After patients leave, clean frequently touched surfaces using disinfectants—counters, beds, seating.**

- **Provide at-home care instructions to patients with respiratory symptoms. Consider telehealth options for follow up.**

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### Train and prepare your staff now

- Ensure that clinical staff know the right ways to put on, use, and take off PPE safely.
- Recognize the symptoms of COVID-19—fever, cough, shortness of breath.
- **Implement procedures to quickly triage and separate sick patients.**
- Emphasize hand hygiene and cough etiquette for everyone.
- Ask staff to stay home if they are sick.
- Send staff home if they develop symptoms while at work.