Novel Coronavirus
COVID-19 Update

Ambulatory In-Person Visit Safety: Provider and Staff Summary

While a lot has changed since we last had regular outpatient visits, we remain committed to providing a safe environment for our patients, families, visitors and staff. Below is a summary of just some of the ways we will be ensuring the health and safety of everyone during in-person ambulatory visits.

Preventing the spread of COVID-19

- Require all patients, families and staff to wear a mask
- Use of appropriate PPE
- Continuing to offer telemedicine visits

Screening all patients, visitors and staff

- Patients and visitors will be screened upon arrival, throughout their visit and even before their visits including during appointment reminder phone calls.
- Positive screens may be sent home and asked to reschedule after confirming with the care team.
- Expedited rooming and isolation for suspected or confirmed COVID patients needing to be seen.

Social Distancing

- Ambulatory visitor policy limits visitors to one, healthy parent or guardian.
- Floor markings will be used to maintain 6 feet of distance at check-in desks
- Waiting room processes include spacing of seating.
  - o Additional waiting room policies in place specific to individual sites

Cleaning

As always, we will continue to clean exam rooms and clinical areas between patients and clinic sessions. We will also be following the below practices:

- Protocols for cleaning rooms after use by suspected or confirmed COVID patients with and without high-risk aerosol generating procedures.
- Waiting room to be cleaned mid-day, at end of day and as needed.
- Removal of toys and activity tables in waiting rooms.
- Increased cleaning at check-in and registration desks including e-signature devices, card readers and kiosks.
- Telemedicine devices will be sanitized between users.

For questions, please contact the PCO Manager for your location.

To find the most updated, detailed procedures and processes in place related to COVID-19 prevention and safety, visit the COVID19 AllConnect Site: http://portal2/sites/incident-cmd/covid19/SitePages/Home.aspx

Ann & Robert H. Lurie
Children's Hospital of Chicago