



# COVID-19 HANDLING FOR PT OFFICES

Below are some tips to help your clinic navigate the Coronavirus pandemic. It is important to ensure the safety of your staff and your patients. If you have any questions or would like additional advice, we are here to help. Do not hesitate to reach out to our team at [www.megbusiness.com](http://www.megbusiness.com) or [info@megbusiness.com](mailto:info@megbusiness.com).

## **Screening Patient Before Arrival**

- Before arrival into the office ALL PATIENTS will be screened and those with any cold or flu like symptoms such as fever, cough, fatigue, difficulty breathing, and/or sore throat will be asked to stay at home for Telehealth PT services if appropriate. The screening process will include:

### **Interview questions such as the following:**

- Have you or anyone you have come in contact with traveled outside of the US this calendar year?
- Have you or anyone you have come in contact with traveled to or from the Seattle, NYC, or any other hotspots within the country?
- Ask all patients if they have any pre-existing factors that would place them in the high-risk category.

## **Upon Arrival**

- All patients will be asked to have their temperature taken with a forehead thermometer and sent home if found to be higher than 100.3 degrees.
- Patients are taken directly from the parking lot into care with their PT (eliminate your waiting room).
- All patients come with their own pen for signing.

## **While in the office**

The following standard operating procedures will be enforced:

- No more than one patient per hour per therapist.
- All therapist schedules will be staggered to minimize patient interaction.
- No caregivers will be permitted to stay in the waiting room while patients are being treated.
- Post on your website and on the clinic front door your disinfecting process that is being followed each day.
- Maintain a 6-foot distance from patient to patient and therapist to patient when possible.
- All manual contact will occur only with the use of gloves or towels to minimize skin to skin contact.
- All handwashing and equipment cleaning before and after each patient will be performed.
- No hand shaking, hugging or unnecessary body contact.
- Bring your own water (all water fountains will be eliminated).
- More frequent sanitization of all personal electronic devices.
- All windows and doors will be propped open when possible.
- Air purifiers such as the Air Rabbit and Conway to help filter the air in the office.
- Elimination of all soft surfaces that cannot be disinfected such as foam handles, white foam rollers, and cloth-based surfaces.

## **Practice Management Strategies**

- Inform all staff that measures need to be taken to keep business going and get through this challenging time. Let them know, “we are all in this together.”
- Start by having a staff meeting to ask who can take on less hours per week or afford to take time off.
- Ask and/or assign staff special projects and training for professional enhancement such as MEG Academy, customizing your EMR templates, HEP’s, chart reviews, audits, P&P manual updates and following up with D/C’d patients.
- Downsize your admin hourly staff to meet the needs of the caseload.

- Downsize your Admin and professional salaried employees by pro-rating their salary to whatever % is needed.
- With your Professional staff seeing patients one-on-one, they do all the cleaning pre-and post-patient care to eliminate the use of techs. This reduces person to person interaction and increases individual responsibility.
- Encourage all staff who are furloughed to use their PTO first then file for unemployment as a result of downsizing.
- Pursue Telehealth PT services with a reputable company for meeting the regulations within your state (must be HIPAA compliant).
- Pursue a business LOC if you don't have one and if you do ask for an increase.
- Evaluate your Quickbooks ledger to cut any nonessential expenses.
- Confirm all next day appointments by calling your patients and inform them of your new operating processes to protect the safety and wellbeing of all your patients.