



Partners in Comprehensive Care

POLICY NAME:	SOCIAL DISTANCING PROTOCOL				
POLICY #:	P.MANAGERS COVID-19				
IMPLEMENTATION DATE:	April 2, 2020	LAST REVIEWED/UPDATE DATE:			
POLICY OWNER:	QUALITY & COMPLIANCE				
APPROVED BY:	COVID-19 Task Force				
POLICY FOR:	Staff: <input checked="" type="checkbox"/>	Managers: <input checked="" type="checkbox"/>	Providers: <input checked="" type="checkbox"/>	Shareholders: <input checked="" type="checkbox"/>	<input type="checkbox"/> Other:

I. PURPOSE:

Epic Care has established this written Social Distancing Protocol Policy and attached Appendix to satisfy the Shelter-in-Place requirements set forth by the State of California, and Alameda and Contra Costa Counties due to the coronavirus (COVID-19) pandemic.

II. SCOPE:

This protocol, policy and appendix apply to all Epic Care locations, staff, physicians and providers who continue to operate as essential business as defined by the Shelter-in-Place Order issued by the State of California, and Alameda and Contra Costa Counties.

III. PROCEDURE:

A. Signage:

1. Epic Care’s Aerosol Transmissible Disease Program (ATD) requires that visual alerts are posted in all clinic lobby spaces, as well as in all bathrooms. This signage includes information on hand hygiene and cough etiquette.
2. Signage specific to COVID-19 is posted on closed doors leading into the lobby space.

B. Protections to Employee Health:

1. All employees who can carry out work duties from home have been provided the necessary equipment and technology to do so.
2. All employees have been directed to not report to work if sick, or exhibiting symptoms of COVID-19.
3. Employees have been directed to self-monitor for symptoms. Daily symptom checks are being conducted before employees enter the work space.
4. All desks or individual work stations are separated by at least six feet wherever feasible. In more crowded spaces, managers are directed to find alternative options to provide as much distancing as possible.
5. Where work stations cannot be separated, heightened disinfection measures will be observed.
6. Common areas are being disinfected on a consistent basis. These areas include, but are not limited to:
 - a. Break Rooms / Kitchens
 - b. Bathrooms
 - c. Front Desk Space
 - d. Exam and Procedure Rooms
7. Disinfectants and other related supplies are available to staff.

8. Hand sanitizer effective against COVID-19 is available to staff.
9. Soap and water for hand washing is available to all staff at any available sink.
10. Appropriate PPE is provided to staff.
11. Copies of this protocol policy and required Appendix are to be made visible at the entrance of each Epic Care.

C. **Avoidance of Staff Exposure:** To avoid exposure of the COVID-19 virus to staff and other patients, the following measures have been instituted:

1. Patients scheduled for elective procedures have been postponed.
2. Patient appointments are taken via TeleMed whenever possible.
3. Patients who must come into the clinic for treatment or examination are temperature and symptom screened at the door before entering the lobby space. Patients are directed to an inpatient facility if there is suspicion of COVID-19.
4. Patients who enter the lobby are provided a face mask if he/she is exhibiting respiratory symptoms.
5. Patients receiving chemotherapy treatment are only allowed one visitor in the infusion suite, if that visitor is critical to the care of the patient. All other visitors are required to leave and come back, or wait in their car.
6. No visitors may stay in the waiting room or lobby area.
7. Patients in the infusion suite at the same time are receiving treatment with at least one empty chemotherapy treatment chair between them.
8. Patients receiving chemotherapy treatment are being scheduled in such a way that allows for the 6 feet social distancing requirement.
9. Nurse Practitioners are no longer seeing patients, but will instead provide chemo teaches via TeleMed.

D. **Measures to Prevent Crowds from Gathering:**

1. Due to measures to avoid staff exposure, patient volume has decreased, limiting the number of individuals entering the clinics and waiting in the lobby.
2. Employees providing temperature and symptoms screenings will ensure that patient volume in the lobby still allows for the 6 feet clearance between individuals.

E. **Measures to Keep People Six Feet Apart:**

1. Tape will (or other markings) will be placed at least six feet apart anywhere patients may be waiting in line.
2. Employees have been directed to maintain at least six feet distance from patients and each other, except when necessary to accept payment, services, etc.

F. **Measures to Prevent Unnecessary Contact:**

1. Contactless payment systems will be used whenever feasible.
2. Payment systems will be regularly sanitized.

G. **Measures to Increase Sanitization:**

1. Hand sanitizer, soap and water, or other effective disinfectant is available for patient and visitor use in lobbies, examination/procedure rooms, and anywhere else there are direct interactions.
2. Payment portals, pens and high-contact surfaces are frequently disinfected.

IV. TRAINING:

Due to the ever-changing nature of the COVID-19 pandemic, employees will be provided regular organization-wide communications. Additionally, employees will be given daily guidance and direction at the site level to maintain the safety of all staff, patients and visitors.

V. RECORDKEEPING:

Any records relating to an exposure due to COVID-19 will be managed by the Human Resources and Quality and Compliance Department as any other occupational injury.

VI. RELATED DOCUMENTS AND RESOURCES:

1. Appendix A Social Distancing Protocol – Template provided by Alameda and Contra Costa Counties
2. Aerosol Transmissible Disease Program (ATD)
3. Temperature Screening SOP
4. Epic Care’s General Housekeeping Guidelines