

MEDICAL SERVICES: GENERAL



Work requires direct physical contact with patients.



- Keep a minimum quantity of 15-day supply of PPE.
- Staff should be educated and trained on the appropriate use and disposal of PPE and should have appropriate PPE available to them.
- All employees should wear facemasks and gloves. One facemask can be used per day. Gloves should be disposed of and changed after each patient.
- Masks should be used for patients interacting within six feet of someone else.
- Create communications material for patients (e.g., welcome back letter/email, signs at all entrances and at receptionist area, website, social media) to inform them of changes to facility practices and to explain the precautions that are being taken to prevent infection.
- Prepare and place relevant posters and signage throughout the facility to remind patients to take steps to prevent the spread of COVID-19. Signs should include, at a minimum:
 - Refrain from using facilities if patient is exhibiting symptoms.
 - Use social distancing and maintain at least six feet between other patients in all areas of the facility. If this is not possible, patients should depart that space.
 - Masks should be used if interacting within six feet of other individuals.
 - Patients should wash their hands with soap and water for 20 seconds or use an alcohol-based hand sanitizer containing at least 60% alcohol before and after appointment. Identify location of handwashing and sanitization stations.



- Close waiting areas to prevent gathering in the lobby. Ask patients to check-in by phone or text message and wait in their vehicle until an exam room is available.
- Persons accompanying patients should wait in their vehicle. Exceptions include a parent/guardian when a child is the patient and caregivers for elderly patients or patients with disabilities.
- High-risk patients should use a separate entrance and exit.
- Routine follow-up appointments on stable condition and the reporting of test results should be done via telemedicine or the patient portal.
- Install physical barriers, such as sneeze guards and partitions, at front desk or reception areas and other areas where maintaining physical distance of six feet is difficult.
- Provide physical guides, such as tape on floors, and signage on walls to ensure that patients remain at least six feet apart in any lines.
- Implement rotational shift schedules where possible (e.g., increasing the number of shifts, alternating days or weeks) to reduce the number of workers in the facility at the same time.
- To the maximum extent possible, limit the number of employees in shared spaces, including kitchens, break rooms, and offices, to maintain at least a six-foot distance between employees.



- Conduct a daily entry screening protocol for workers, contractors, suppliers, patients, and any other individuals entering the building. The screening should include:
 - A questionnaire that covers symptoms and potential exposure to people with or suspected of having COVID-19.
 - Temperature checks, if possible (as soon as no-touch thermometers can be obtained).
 - Visit [KentCountyBacktoWork.com](https://www.kentcountybacktowork.com) to learn how you can participate in the Kent County Back to Work Health Check program.



- Adopt protocols to limit the sharing of equipment to the maximum extent possible.
- Frequently and thoroughly clean and disinfect high-touch surfaces, paying special attention to shared equipment (e.g., counters, chairs, examination tables, clipboards, computers, pens, point-of-sale equipment, scales, reflex hammers, stethoscope).
- Offices and exam rooms should be cleaned and disinfected between patients.
- No books, magazines, toys, or coffee, should be provided to patients.
- Credit card receipts should be emailed or mailed to the patient. There should be limited exchange of paper between staff and patient.
- Restrooms should be cleaned and disinfected frequently, particularly high-touch surfaces such as faucets, toilets, doorknobs, and light switches. Hand dryers should be de-activated and replaced with disposable paper towels.
- Provide hand sanitizer stations for patients entering and exiting exam rooms, reception areas and office lobbies.



- Designate a site-specific supervisor to monitor and oversee the implementation of COVID-19 control strategies. The supervisor must remain on-site at all times during activities. An on-site worker may be designated to perform the supervisory role.
- Encourage workers to stay home and self-report to supervisor as soon as possible after developing symptoms of COVID-19.
- Close facility immediately if an employee or visitor shows multiple symptoms of COVID-19 (fever, atypical shortness of breath, atypical cough) and perform a deep clean, consistent with guidance from FDA and the Center for Disease Control.
- Notify employees if the employer learns that an individual (including an employee, visitor, contractor, or supplier) with a confirmed case of COVID-19 has visited the office.
- Send potentially exposed workers home upon identification of a positive case of COVID-19 in chiropractic clinics and physical therapy offices.
- In all cases, follow guidelines for staff exposures and symptoms.

MEDICAL SERVICES: DENTISTRY

This section includes maxillofacial & oral surgery offices and dentist offices.

AVERAGE LEVEL OF CUSTOMER INTERACTION

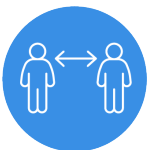


Work requires direct physical contact with patients.

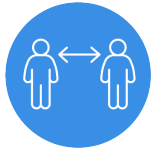
EMPLOYEE + PATIENT PROTECTION



- Keep a minimum quantity of 15-day supply of PPE.
- Staff should be educated and trained on the appropriate use and disposal of PPE and should have appropriate PPE available to them at every shift.
- All office staff should wear facemasks (e.g., surgical mask) when interacting within 6 feet of other employees or patients.
- All practitioners should wear surgical masks, gloves, protective eyewear (e.g., goggles, face shields), and protective clothing (e.g., disposal gowns). Dentists, hygienists and assistants should use N95 masks when high aerosolization is anticipated. If offices do not have sufficient N95 masks to allow practitioners to change masks between patients, they can use a surgical mask over the N95 mask. The surgical mask should be changed and disposed of between patients. Gloves and gowns should be disposed of and changed after each patient. Face shields and goggles should be sanitized with alcohol wipes between patients.
- Masks should be used for patients interacting within six feet of someone else.
- Create communications material for patients (e.g., welcome back letter/email, signs at all entrances and at receptionist area, website, social media) to inform them of changes to facility practices and to explain the precautions that are being taken to prevent infection.
- Prepare and place relevant posters and signage throughout the facility to remind patients to take steps to prevent the spread of COVID-19. Signs should include, at a minimum:
 - Refrain from using facilities if patient is exhibiting symptoms.
 - Use social distancing and maintain at least six feet between other patients in all areas of the facility. If this is not possible, patients should depart that space.
 - Masks should be used if interacting within six feet of other individuals.
 - Patients should wash their hands with soap and water for 20 seconds or use an alcohol-based hand sanitizer containing at least 60% alcohol before and after appointment. Identify location of handwashing and sanitization stations.



- Close waiting areas to prevent gathering in the lobby. Ask patients to check-in by phone or text message and wait in their vehicle until an exam room is available.
- Persons accompanying patients should wait in their vehicle. Exceptions include a parent/guardian when a child is the patient and caregivers for elderly patients or patients with disabilities.
- High-risk patients should use a separate entrance and exit.
- Routine follow-up appointments on stable condition and the reporting of test results should be done via telemedicine or the patient portal.
- Services should be provided by appointment. If a walkup patient arrives, that patient should be evaluated in the same manner as an appointed patient, provided that the schedule allows for the extra patient.



- Install physical barriers, such as sneeze guards and partitions, at front desk or reception areas and other areas where maintaining physical distance of six feet is difficult.
- Provide physical guides, such as tape on floors, and signage on walls to ensure that patients remain at least six feet apart in any lines.
- Implement rotational shift schedules where possible (e.g., increasing the number of shifts, alternating days or weeks) to reduce the number of workers in the facility at the same time.
- To the maximum extent possible, limit the number of employees in shared spaces, including kitchens, break rooms, and offices, to maintain at least a six-foot distance between employees.



- Conduct a daily entry screening protocol for workers, contractors, suppliers, patients, and any other individuals entering the building. The screening should include:
 - A questionnaire that covers symptoms and potential exposure to people with or suspected of having COVID-19.
 - Temperature checks, if possible (as soon as no-touch thermometers can be obtained).
 - Visit www.KentCountyBacktoWork.com to learn how you can participate in the Kent County Back to Work Health Check program.



- Adopt protocols to limit the sharing of equipment to the maximum extent possible.
- Frequently and thoroughly clean and disinfect high-touch surfaces, paying special attention to shared equipment (e.g., counters, chairs, clipboards, computers, pens, point-of-sale equipment, trays, capes, dental radiograph equipment).
- All instruments should be either disposed or sterilized in an autoclave after each use. Each instrument is individually sterilized and packaged for each patient.
- Office and exam rooms should be cleaned and disinfected between patients.
- No books, magazines, toys, or coffee, should be provided to patients.
- Credit card receipts should be emailed or mailed to the patient. There should be limited exchange of paper between staff and patient.
- Restrooms should be cleaned and disinfected frequently, particularly high-touch surfaces such as faucets, toilets, doorknobs, and light switches. Hand dryers should be de-activated and replaced with disposable paper towels.



- Designate a site-specific supervisor to monitor and oversee the implementation of COVID-19 control strategies. The supervisor must remain on-site at all times during activities. An on-site worker may be designated to perform the supervisory role.
- Encourage workers to stay home and self-report to supervisor as soon as possible after developing symptoms of COVID-19.
- Close facility immediately if an employee or visitor shows multiple symptoms of COVID-19 (fever, atypical shortness of breath, atypical cough) and perform a deep clean, consistent with guidance from FDA and the Center for Disease Control.
- Notify employees if the employer learns that an individual (including an employee, visitor, contractor, or supplier) with a confirmed case of COVID-19 has visited the office.
- Send potentially exposed workers home upon identification of a positive case of COVID-19 in the facility.
- In all cases, follow guidelines for staff exposures and symptoms.

MEDICAL SERVICES: OPTOMETRY

This section includes optometry and ophthalmology offices.

AVERAGE LEVEL OF CUSTOMER INTERACTION

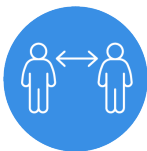


Work requires direct physical contact with patients.

EMPLOYEE + PATIENT PROTECTION



- Keep a minimum quantity of 15-day supply of PPE.
- Staff should be educated and trained on the appropriate use and disposal of PPE and should have appropriate PPE available to them.
- All employees should wear facemasks, gloves, and protective eyewear. One facemask can be used per day. Gloves should be disposed of and changed after each patient.
- Masks should be used for patients interacting within six feet of someone else.
- Create communications material for patients (e.g., welcome back letter/email, signs at all entrances and at receptionist area, website, social media) to inform them of changes to facility practices and to explain the precautions that are being taken to prevent infection.
- Prepare and place relevant posters and signage throughout the facility to remind patients to take steps to prevent the spread of COVID-19. Signs should include, at a minimum:
 - Refrain from using facilities if patient is exhibiting symptoms.
 - Use social distancing and maintain at least six feet between other patients in all areas of the facility. If this is not possible, patients should depart that space.
 - Masks should be used if interacting within six feet of other individuals.
 - Patients should wash their hands with soap and water for 20 seconds or use an alcohol-based hand sanitizer containing at least 60% alcohol before and after appointment. Identify location of handwashing and sanitization stations.



- Close waiting areas to prevent gathering in the lobby. Ask patients to check-in by phone or text message and wait in their vehicle until an exam room is available.
- Persons accompanying patients should wait in their vehicle. Exceptions include a parent/guardian when a child is the patient and caregivers for elderly patients or patients with disabilities.
- High-risk patients should use a separate entrance and exit.
- Routine follow-up appointments on stable condition and the reporting of test results should be done via telemedicine or the patient portal.
- Services should be provided by appointment. If a walkup patient arrives, that patient should be evaluated in the same manner as an appointed patient, provided that the schedule allows for the extra patient.
- Optical stations will be separated by at least six feet.
- Limit the number of people in the office to one person per doctor, technician, or optician. Exceptions include a parent/guardian when a child is the patient and caregivers for elderly patients or patients with disabilities.
- Install physical barriers, such as sneeze guards and partitions, at front desk or reception areas and other areas where maintaining physical distance of six feet is difficult.



- Provide physical guides, such as tape on floors, and signage on walls to ensure that patients remain at least six feet apart in any lines.
- Implement rotational shift schedules where possible (e.g., increasing the number of shifts, alternating days or weeks) to reduce the number of workers in the facility at the same time.
- To the maximum extent possible, limit the number of employees in shared spaces, including kitchens, break rooms, and offices, to maintain at least a six-foot distance between employees.



- Conduct a daily entry screening protocol for workers, contractors, suppliers, patients, and any other individuals entering the building. The screening should include:
 - A questionnaire that covers symptoms and potential exposure to people with or suspected of having COVID-19.
 - Temperature checks, if possible (as soon as no-touch thermometers can be obtained).
 - Visit www.KentCountyBacktoWork.com to learn how you can participate in the Kent County Back to Work Health Check program.



- Adopt protocols to limit the sharing of equipment to the maximum extent possible.
- Establish an appointment or sign-in system for optical department customers. Customers should be accompanied by a staff member while trying on frames. Staff members should collect and sanitize all frames that customers try on before returning them to the display cases.
- Frequently and thoroughly clean and disinfect high-touch surfaces, paying special attention to shared equipment (e.g., counters, examination chairs, clipboards, computers, pens, point-of-sale equipment, frames).
- Offices and exam rooms should be cleaned and disinfected between patients.
- No books, magazines, toys, or coffee, should be provided to patients.
- Credit card receipts should be emailed or mailed to the patient. There should be limited exchange of paper between staff and patient.
- Restrooms should be cleaned and disinfected frequently, particularly high-touch surfaces such as faucets, toilets, doorknobs, and light switches. Hand dryers should be de-activated and replaced with disposable paper towels.



- Designate a site-specific supervisor to monitor and oversee the implementation of COVID-19 control strategies. The supervisor must remain on-site at all times during activities. An on-site worker may be designated to perform the supervisory role.
- Encourage workers to stay home and self-report to supervisor as soon as possible after developing symptoms of COVID-19.
- Close facility immediately if an employee or visitor shows multiple symptoms of COVID-19 (fever, atypical shortness of breath, atypical cough) and perform a deep clean, consistent with guidance from FDA and the Center for Disease Control.
- Notify employees if the employer learns that an individual (including an employee, visitor, contractor, or supplier) with a confirmed case of COVID-19 has visited the store.
- Send potentially exposed workers home upon identification of a positive case of COVID-19 in the facility.
- In all cases, follow guidelines for staff exposures and symptoms.

MEDICAL SERVICES: MENTAL HEALTH

This section includes mental health and behavioral therapy offices.

AVERAGE LEVEL OF CUSTOMER INTERACTION

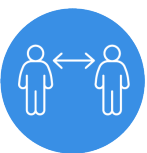


Therapists, social workers and other staff members have minimal contact with patients.

EMPLOYEE + PATIENT PROTECTION



- Keep a minimum quantity of 15-day supply of PPE.
- Staff should be educated and trained on the appropriate use and disposal of PPE and should have appropriate PPE available to them.
- Masks should be used for employees interacting within six feet of someone else.
- Create communications material for patients (e.g., signs at all entrances and at receptionist area, website, social media) to inform them of changes to facility practices and to explain the precautions that are being taken to prevent infection.
- Prepare and place relevant posters and signage throughout the facility to remind patients to take steps to prevent the spread of COVID-19. Signs should include, at a minimum:
 - Refrain from using facilities if patient is exhibiting symptoms.
 - Use social distancing and maintain at least six feet between other patients in all areas of the facility. If this is not possible, patients should find an alternate location or depart that space.
 - Masks should be used if interacting within six feet of other individuals.
 - Patients should wash their hands with soap and water for 20 seconds or use an alcohol-based hand sanitizer containing at least 60% alcohol before and after appointment. Identify location of handwashing and sanitization stations.



- Provide therapy services to patients via teletherapy and telepsychiatry by appointment and virtual walk-in psychiatric assessments, whenever possible.
- Close waiting areas in offices to prevent gathering in the lobby. Ask patients to check-in by phone or text message and wait in their vehicle until an office is available.
- Persons accompanying patients should wait in their vehicle. Exceptions include a parent/guardian when a child is the patient (restrict to one adult) and caregivers for elderly patients or patients with disabilities.
- High-risk patients should use a separate entrance and exit.
- Limit the number of people in the office to one person per behavioral healthcare provider. Exceptions include a parent/guardian when a child is the patient (restrict to one adult) and caregivers for elderly patients or patients with disabilities.
- Install physical barriers, such as sneeze guards and partitions, at front desk or reception areas and other areas where maintaining physical distance of six feet is difficult.
- Provide physical guides, such as tape on floors, and signage on walls to ensure that patients remain at least six feet apart in any lines.



- Implement rotational shift schedules where possible (e.g., increasing the number of shifts, alternating days or weeks) to reduce the number of workers in the facility at the same time.
- To the maximum extent possible, limit the number of employees in shared spaces, including kitchens, break rooms, and offices, to maintain at least a six-foot distance between employees.
- Discontinue site tours, public outings for patients in residential and outpatient care, residential day passes, group therapy sessions, or onsite support groups and events involving the general public.



- Conduct a daily entry screening protocol for workers, contractors, suppliers, patients, and any other individuals entering the building. The screening should include:
 - A questionnaire that covers symptoms and potential exposure to people with or suspected of having COVID-19.
 - Temperature checks, if possible (as soon as no-touch thermometers can be obtained).
 - Visit www.KentCountyBacktoWork.com to learn how you can participate in the Kent County Back to Work Health Check program.



- If an emergency arises, the patient should call 911 or call ahead to their nearest Psychiatric Urgent Care Center.
- Designate a site-specific supervisor to monitor and oversee the implementation of COVID-19 control strategies. The supervisor must remain on-site at all times during activities. An on-site worker may be designated to perform the supervisory role.
- Encourage workers to stay home and self-report to supervisor as soon as possible after developing symptoms of COVID-19.
- Close facility immediately if an employee or visitor shows multiple symptoms of COVID-19 (fever, atypical shortness of breath, atypical cough) and perform a deep clean, consistent with guidance from FDA and the Center for Disease Control.
- Notify employees if the employer learns that an individual (including an employee, visitor, contractor, or supplier) with a confirmed case of COVID-19 has visited the facility.
- Send potentially exposed workers home upon identification of a positive case of COVID-19 in the facility.
- In all cases, follow guidelines for staff exposures and symptoms.

MORE MEDICAL RESOURCES

American Medical Association: <https://www.ama-assn.org/>

American Dental Association: <https://www.ada.org/>

American Optometric Association: <https://www.aoa.org/>

American Physical Therapy Association: <https://www.apta.org/>

American Chiropractic Association: <https://www.acatoday.org/>

American Nurses Association: <https://www.nursingworld.org/>

Association for Behavioral and Cognitive Therapies: <http://www.abct.org/>

Michigan Department of Health and Human Services: <https://www.michigan.gov/mdhhs/>

Michigan Dental Association: <https://www.michigandental.org/>

Pine Rest Christian Mental Health Services: <https://www.pinerest.org/>