



COVID-19 Preparedness Steps for Specialists

In response to the COVID-19 outbreak, MSD is highlighting some everyday health and preparedness steps that Specialists can take to protect patients and staff.

Note: this is not an all-inclusive list of actions that you can take to protect your patients, your staff and yourself – Please see the links below for detailed and current guidance from the Centers for Disease Control and Prevention (CDC) and the World Health Organization (WHO). This is a fluid situation and this document may be updated daily.

Screening recommendations to minimize chance for exposure:

- Measures should be implemented to minimize chance of exposure to COVID-19 before patient arrival, upon arrival, throughout the duration of the patient's visit, and until the patient's room is cleaned and disinfected
- At time of scheduling and prior to arrival for an appointment to include day before and day of the appointment, check with the patient to see if he/she has developed any symptoms of a respiratory infection (e.g., cough, sore throat, and fever). Additionally, ask the patient if he/she has had any recent contacts with patients either diagnosed with or exposed to COVID-19. If the patient has symptoms or recent possible exposures, ask the patient to reschedule non-critical visits
- At the time of patient check-in, ask all patients about the presence of symptoms of a respiratory infection and contact with possible COVID-19 patients
- For those with the symptoms, apply droplet precautions, which includes providing the patient with a mask. Isolate the patient in an examination room with the door closed and notify all staff caring for the patient. Refer non-urgent care patients with symptoms to their primary care physicians
- For all patients regardless of symptoms, limit points of entry and ensure patients adhere to respiratory hygiene, cough etiquette, and hand hygiene

Between each patient during a clinical day:

Using the WHO recommended products below, wipe exam tabletops, countertop, exam beds/tables, doorknobs, and exam light buttons/handles between each patient during a clinical day.

At the end of each clinic day:

Using the WHO recommended products below, wipe all common high-touch areas at the end of the day, including but not limited to:

- Exam room: exam tabletops, countertop, exam beds/tables, doorknobs, and exam light buttons/handles, chairs including arm rests, and faucet handles
- Bathroom: all bathroom surfaces, urine sample pass through areas/trays, and toilets
- Reception: all countertop surfaces and chairs including arm rests
- Offices: all surfaces and chairs including arm rest
- Lab: all surfaces and countertops
- Kitchen/break room: all surfaces
- Trash cans: empty all trash cans, then spray the inside and outside of the trash can using a CDC approved disinfecting spray wearing appropriate PPE while cleaning and disinfecting

For the COVID-19 virus, the WHO recommends the use of:

- 70% ethyl alcohol to disinfect small areas between uses, such as reusable dedicated equipment (for example, thermometers)
- Sodium hypochlorite at 0.5% (equivalent to 5000 ppm) for disinfecting surfaces

Other steps to prevent virus spread include:

- Place additional hand sanitizers and wipes in the waiting area, exam rooms, bathroom, reception area, and throughout the clinic
- Cleaning hands with soap and water or an alcohol-based hand rub between each patient and when in and out of the exam room (Follow the WHO's recommendations on how to handwash and handrub below)
- Practice social distancing. Greet patients and staff with a nod, smile and/or wave. Do not shake hands or hug
- Educate patients on signs and symptoms of COVID-19 infection. Tell them to call their primary care physician if he/she develops symptoms and has been in close contact with a person known to have the disease or if he/she has recently traveled from an area with widespread or ongoing community spread of the disease

How to handwash (WHO 2009 [1]):



0 Wet hands with water;



1 Apply enough soap to cover all hand surfaces;



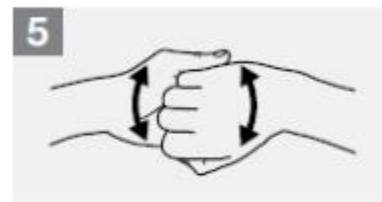
2 Rub hands palm to palm;



3 Right palm over left dorsum with interlaced fingers and vice versa;



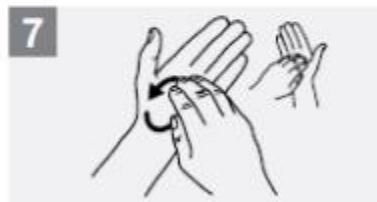
4 Palm to palm with fingers interlaced;



5 Backs of fingers to opposing palms with fingers interlocked;



6 Rotational rubbing of left thumb clasped in right palm and vice versa;



7 Rotational rubbing, backwards and forwards with clasped fingers of right hand in left palm and vice versa;



8 Rinse hands with water;



9 Dry hands thoroughly with a single use towel;



10 Use towel to turn off faucet;



11 Your hands are now safe.

[1] World Health Organization, Hand Hygiene: Why, How & When? 2009. Available from: https://www.who.int/gpsc/5may/Hand_Hygiene_Why_How_and_When_Brochure.pdf

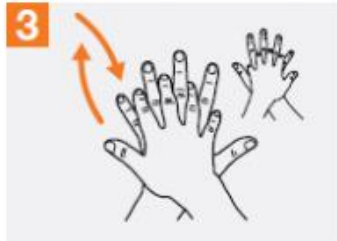
How to use alcohol-based hand rub (WHO 2009 [1]):



Apply a palmful of the product in a cupped hand, covering all surfaces;



Rub hands palm to palm;



Right palm over left dorsum with interlaced fingers and vice versa;



Palm to palm with fingers interlaced;



Backs of fingers to opposing palms with fingers interlocked;



Rotational rubbing of left thumb clasped in right palm and vice versa;



Rotational rubbing, backwards and forwards with clasped fingers of right hand in left palm and vice versa;



Once dry, your hands are safe.

[1] World Health Organization, Hand Hygiene: Why, How & When? 2009. Available from: https://www.who.int/gpsc/5may/Hand_Hygiene_Why_How_and_When_Brochure.pdf

Helpful resources:

MSD Resource Page:

https://www.medicalsocietyofdelaware.org/delaware/CMMSD/Coronavirus/CMMSD/Nav_Items/Coronavirus.aspx?hkey=b5ea96b7-9c56-4eb7-8793-7bd866458373

DPH Resource Page:

<https://dhss.delaware.gov/dhss/dph/epi/2019novelcoronavirus.html>

DPH Call Center: 1-866-408-1899

DPH Emergency PPE Supplies:

PPE Request Policy and Procedures: <https://files.constantcontact.com/01c210be101/c78807b8-60cf-4dfd-a795-cce9022cda98.pdf>

PPE Order Form: <https://files.constantcontact.com/01c210be101/b4abf8e0-984b-4aaa-bf7a-3330a88d3869.pdf>

General Information & Patient Communication Resources:

CDC FAQs: <https://www.cdc.gov/coronavirus/2019-ncov/faq.html>

CDC Fact Sheets: <https://www.cdc.gov/coronavirus/2019-ncov/communication/factsheets.html>

Information for Exposed Patients: <https://www.cdc.gov/coronavirus/2019-ncov/about/steps-whensick.html>

Information for preparing Households for COVID-19: <https://www.cdc.gov/coronavirus/2019-ncov/community/home/get-your-household-ready-for-COVID-19.html>

WHO COVID-19 Advice for the Public: <https://www.who.int/emergencies/diseases/novel-coronavirus2019/advice-for-public>

What is COVID-19 One-pager: <https://asm.org/ASM/media/Press-Releases/2019/COVID-19-OnePager-Global.pdf>

Practice Preparation:

CDC Steps to prepare healthcare facilities: <https://www.cdc.gov/coronavirus/2019-ncov/healthcarefacilities/steps-to-prepare.html>

WHO guides on preventing the spread of COVID-19 in your practice/facility:

<https://iris.wpro.who.int/bitstream/handle/10665.1/14482/COVID-19-022020.pdf>

Personal Protection Equipment:

CDC Recommended Infection Prevention & Control Practices: <https://www.cdc.gov/coronavirus/2019-ncov/infection-control/control-recommendations.html>

PPE Use Recommendations & Supply Chain Advice: <https://www.cdc.gov/coronavirus/2019-ncov/hcp/healthcare-supply-ppe.html>

Strategies for Optimizing the Supply of N95 Respirators: <https://www.cdc.gov/coronavirus/2019-ncov/hcp/respirators-strategy/contingency-capacity-strategies.html>

WHO Guidance on rational use of PPE: https://apps.who.int/iris/bitstream/handle/10665/331215/WHO-2019-nCov-IPCPE_use-2020.1-eng.pdf

What to do if you have been exposed: CDC Guidance for exposed healthcare workers:

<https://www.cdc.gov/coronavirus/2019-ncov/hcp/guidance-risk-assesment-hcp.html>

Reporting a Suspected COVID-19 Case: Find your state health department contact:

<https://www.cste.org/page/EpiOnCall>

Coronavirus Education Resources:

Accredited Continuing Education Activities about Coronavirus: <https://www.accme.org/coronavirus-resources>