



Columbiana County Health District

P.O. Box 309 – 7360 State Route 45 – Lisbon, Ohio 44432
Phone: 330-424-0272 – **General Fax:** 330-424-1733 – **Nursing Fax:** 330-424-1843
Email: cchd@columbiana-health.org **Web:** www.columbiana-health.org

Outpatient Clinic Policy – COVID Response Staff and Patients

Purpose

To provide a framework to deliver non-COVID-19 health care during the COVID-19 pandemic. The goal is to provide healthcare delivery in the safest way possible for the patient and the staff.

Background

As the pandemic continues, healthcare systems must balance the need to provide necessary services while minimizing risk to patients and healthcare personnel. This document provides a framework for the delivery of non-COVID clinical care during the COVID-19 pandemic. Given the dynamic nature of the pandemic, recommendations and guidelines, and therefore policy, may change over time.

Temporary Limitation of the Public

This policy restricts the number of people permitted in the nursing department. In order to reduce the number of people in our facility and the risk of exposure between patients, visitors and staff, only the patient (or the minor patient and one legal parent or guardian) will be permitted for each appointment. Any patient, household contact, or close contact of a positive COVID patient who is under isolation or quarantine is not permitted in the building for any reason.

Screening for COVID-19 Symptoms

All patients and visitors will be screened prior to entrance for COVID-19 symptoms. All patients will be contacted by the nursing department prior to an appointment to ask whether anyone in the home is experiencing any symptoms.

In addition, upon arrival for all appointments, the patient and anyone with the patient will be asked about any cough, fever and other symptoms of respiratory virus infection that anyone may be experiencing. Temperatures will be taken on all patients and visitors prior to entrance. Anyone who exhibits symptoms of COVID-19 including a fever will not be permitted in the building and the appointment will be rescheduled.

Scheduled Appointments and Wait Time

Appointments for clinic services are scheduled according to the specific clinic and also for the time allotted for the service. Appointment times are to be observed. Patients are expected to arrive prior to or at their scheduled time. Late appointment arrivals will not be accepted and must be rescheduled.

Wait times may be longer than expected due to extra cleaning and disinfection that is required throughout the day.

Masks for Patients and Visitors

All adult patients and adults accompanying minor children will be required to wear a mask or cloth face covering while in our building. Patients may bring their own or one will be provided prior to entering.



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Hand Sanitizer

Hand sanitizer is available at the Check-In station in the Nursing Department. Everyone is asked to sanitize their hands when they enter the building and may also do so upon exit.

Common Areas and Office Accessories

Areas such as waiting rooms, lobbies and restrooms are cleaned often with special attention to frequently touched surfaces including doorknobs, armrests and handrails. Pens and clipboards used by patients to complete paperwork will be disinfected between each use.

Waiting Rooms

The waiting room in the Nursing Department is closed until further notice. All patients and visitors are required to wait in their car. All patients or parents/guardians are asked to call into the Nursing Department upon arrival and a staff member will go to parking lot and begin the check-in process.

Public Restrooms

Restrooms in the building are closed to clinic patients and parents/guardians. The public restroom located in the Cancer Detection Clinic office will be used for all clinic patients as needed and will be fully cleaned and disinfected after each use.

Exam Rooms

Exam rooms are fully cleaned and disinfected between each patient.

PPE for Staff

All staff wear masks. The type of mask staff members wear is determined by the type of care they provide, to best ensure their safety and the safety of our patients.

All clinic staff wear gloves. In addition, each member of our health care staff washes their hands before and after each patient encounter.

In some circumstances, protective eye wear may also be worn by clinic staff.

Clinic Procedure

- Patient or parent/guardian will call the nursing department upon arrival to CCHD
- Nursing department staff will take appropriate paperwork to the patient in their car and provide explanation for completion
- Assessment of respiratory symptoms and temperature check will be performed on patient and visitors
- All paperwork will be completed by the patient or parent/guardian in their car. Upon completion, nursing department staff member will process paperwork while patient waits outside
- Patients and parent/guardian (if applicable) will be escorted into the building by a nursing department staff member directly into the exam room
- All clinic patients will enter and exit through the nursing department door as to eliminate unnecessary travel throughout the building