



CORONAVIRUS (COVID19) RESPONSE PLAN

Orlando Orthopaedic Center (OOC) has the following measures in place to protect our patients and employees and reduce the spread of the virus.

Notice to Individuals

Notices regarding OOC's policy on COVID-19 are being provided as follows:

1. Patient facing signage is located at the front door of each office and reception desk. The signs read:

“If you are experiencing cold or flu-like symptoms such as cough, fever, and shortness of breath, please reschedule your appointment by calling 407-254-2550.”

AND

“For the safety of all of our patients, visitors, employees and physicians, a face covering is required. If you do not agree to wear a face covering, please call our office [407-254-2550] to reschedule your appointment and discuss alternative treatment options.”

2. A notice is on our website stating: ***“Orlando Orthopaedic Center is following CDC guidelines in regards to the Coronavirus (COVID-19) and is taking precautions to prevent its spread. Our goal is to continue providing you the best possible treatment to your orthopaedic needs. However, the safety of our employees and patients is our utmost concern. If you are experiencing symptoms of cough, fever, breathing difficulties or shortness of breath, we ask that you please do not come into our office and contact us at 407-254-2550 to reschedule any appointment you may have.”***
3. Appointment Reminder script has been modified. The phone script now includes the following message: ***“If you are experiencing cold or flu symptoms we ask that you contact our office at 407-254-2550 to reschedule your appointment”***
4. Visual alerts (i.e. posters) will be posted at each office and in strategic places (i.e. waiting areas, elevators) to provide patients with instructions about hand hygiene, respiratory hygiene, and cough etiquette.

Individuals Screening

The temperatures of Individuals (patients, visitors, employees, physicians) entering our premises will be checked. Anyone with a temperature of 100.0 or higher will not be allowed in our premises.

In addition to the temperature check, individuals will be asked the screening questions below. OOC workforce members (i.e. employees, contract workers, etc.) are to screen themselves daily by asking the screening questions below.

1. ***Have you tested positive for COVID-19? If so, when?***
2. ***Have you been in contact in the last 14 days with someone that is a potential or confirmed case of COVID-19?***
3. ***Do you have cough, shortness of breath or difficulty breathing?***

The decision to allow individuals to enter our premises is based on the response to the questions above.

Events

The following events have been affected.

1. Meetings
All meetings at OOC offices that involve outside representatives or vendors are to be suspended or replaced with meetings via phone/go-to-meeting.
2. Marketing
Visits to other physician offices for marketing purposes have been restricted until further notice.

Mask / Face Covering

All individuals entering our premises are required to wear a face covering. Exceptions will be evaluated as needed. Regular face masks are available at the entrance of our offices and are provided to those who need them.

Social Distancing

1. Every effort is to be made to keep a safe distance (6 feet) between individuals.
2. Chairs in the waiting areas are to be arranged with a spacing of 6 feet between them or the area is to be monitored to ensure an appropriate distance is maintained between parties.
3. Markings on the floor indicate where individuals should stand to keep a safe distance.
4. In order to minimize the number of individuals waiting in the reception area at a given time, physicians' schedules will be reviewed one day prior to the appointment and identified follow up patients will be contacted and asked to contact our office upon arrival and wait in their cars until the Clinical Assistant is ready to bring them to a room.
5. Workstations and seating arrangements for employees are to be monitored to allow for the best and safest possible distance while meeting the business needs.

Visitors

1. To the extent possible, no visitors will be allowed.
2. At the time the appointment is being made, the patient is to be informed that no visitors are allowed. If the patient indicates they are in a wheelchair or if the patient is a minor, the appointment setter will note in the appointment note line that the patient requires a visitor.
3. At screening, visitors will be asked to wait in their car.
4. If it is determined by OOC staff that it is in the best interest of the patient and/or OOC for the visitor to be present, the patient will be asked to contact the visitor for he/she to enter the premises when deemed appropriate for the visitor to come in (i.e. start of the visit) or join the visit by phone.
5. Work Comp case managers are allowed to be present for patient's appointment or meet with physician after; however, they should wait outside or in their car until the patient is roomed or finished with their appointment.

Interns/Job shadowing

Internships and job shadowing requests are suspended in an effort to minimize the amount of individuals on our premises. Exceptions may apply.

Translation

Translation services may be limited to video or phone translation.

Office cleaning protocols

A more stringent cleaning protocol has been developed. Staff is to abide by the "Facility Cleaning-During COVID19 Pandemic protocol.

Interacting with patients with known or suspected COVID-19

When interacting with patients with known or suspected COVID-19, Clinical Staff should:

1. Limit the number of staff exposure; communicate with appropriate personnel before encounter.
2. Have the patient wear a mask.
3. Expedite the patient visit.
4. Evaluate the patient in a private room with the door closed.
5. Adhere to Standard Precautions.
6. Follow sequence for putting on and removing PPE.

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7. Use a facemask, gown, gloves, and eye protection.
8. Perform hand hygiene before and after removing PPE, including gloves.
9. Treat potentially coronavirus contaminated soiled linen and garments as medical waste.
10. Once the patient is discharged, place a sign for the room not to be used. Refrain from entering the vacated room until sufficient time has elapsed for enough air changes to remove potentially infectious particles. After this time has elapsed, the room should undergo appropriate cleaning and surface disinfection.

Monitoring Exposed Personnel

Any member of OOC's workforce that experiences exposure or potential exposure to COVID-19 will be monitored and assessed for symptoms.

Risk assessment will be conducted to assess the risk of exposure. OOC will use clinical judgement to assess risk, determine work restrictions, and require the workforce member to be tested.