



## **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. 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.”***
2. 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”***
3. 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.

### **Events**

The following events have been affected.

1. **Meetings**  
All meetings at OOC offices that involve outside representatives or vendors are to be replaced with meetings via phone/go-to-meeting, if possible.
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 between individuals.
2. Chairs in the waiting areas are to be arranged in pairs and spaced 3-6 feet apart.
3. Each office is to regulate the number of visitors in the waiting area to ensure social distancing is being maintained.
4. Markings on the floor indicate where individuals should stand to keep a safe distance.
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. Patients who arrive for their appointment at OOC will be allowed to have one visitor present during their examination/appointment.

2. At the time the appointment is being made, the patient is to be informed that one visitor is allowed. In an effort to maintain social distancing, visitors may be asked to wait outside.
3. Work Comp case managers are allowed to be present for patient's appointment; however, if the patient has another visitor attending the appointment, the WC case manager may need to wait outside, can attend the appointment via video call, or can meet with the physician after the appointment.

### **Interns/Job shadowing**

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

### **Translation**

Translation services may be limited to video or phone translation. If an in-person translator comes into the office, they may attend the appointment as the patient's visitor. Any other visitor that come with the patient must wait outside.

### **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.
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.