

## Hot Topics In Risk Management



Every day we hear from our insureds on the Risk Management Hotline, and we will be sharing some of those questions and answers with you.

**Our Risk Management Team is here** to help you minimize and mitigate Medical Professional Liability risk.



## Preparing Your Practice for Post COVID-19 Patient Care – Notifying Patients of Plan to Reopen Practice or Reinstate In-Office Appointments

The practice should notify patients of the plan to reopen the practice or reinstate in-office appointments and any new or revised processes. Practices should consider sharing the following information with patients.

- The practice's current and continued monitoring of state and local health department and Centers for Disease Control alerts, information, and guidance
- New office hours, for example if the practice is extending or limiting office hours or if previous regular hours will continue
- Previous services to be continued
- Previous services to be postponed
- How to schedule an appointment, for example, by calling the practice or using the patient portal or online scheduling application
- Whether practice staff will screen patients for COVID-19 before setting up an in-person or telemedicine appointment and questions patients should be prepared to answer
- New or revised appointment check in processes, such as waiting in the parking lot and calling or texting the office before coming into the building, whether a staff member will meet them at a front door or an inner door, whether staff members will wear masks, etc.
- New or revised waiting room processes, including whether patients should wait in their cars or in a waiting area where chairs are placed six feet apart, whether patients may bring children to the waiting room, whether patients must wear masks, and/or space or chair limitations
- Implementation of touchless processes such as not signing in with a pen or signing in verbally, touchless waste baskets, or completing forms online at home instead of in the office with a pen and clipboard
- If patients are expected to wear their own masks or the practice will have masks available, the location of masks, whether all patients must wear masks or only patients with respiratory symptoms must wear them

- How often the practice or staff will clean and disinfect high touch surfaces, such as doorknobs, countertops, exam rooms tables and chairs, restrooms, and patient care equipment
- The location of hand sanitizer or sanitizing wipes, if available
- The practice will check the physicians, other health care professionals', and practice staffs' temperatures every day and take appropriate action should they report symptoms
- The practice will check the patients' temperature and the temperature of anyone with the patient
- Whether the practice advises patients to come alone to appointments unless they need someone to accompany them for safety or assistance with a disability
- The practice has posted signs explaining transmission prevention and pandemic etiquette
- If the practice will set up non-COVID-19 care "zones" for well or routine visits and separate "sick" visit areas
- The practice will take reasonable precautions and preventative measures to prevent infection and transmission but cannot guarantee prevention or transmission. Reasonable precautions and preventative measures may include "well zones" and "sick zones," scheduling well appointments on certain days or at certain times and scheduling sick appointments on other days or at other times, having patients wait in their cars, and wearing masks.

Senior Risk Management Consultants are ready to help with questions and provide more information. You can reach a Consultant Monday - Friday 8:30 am - 5:00 pm MST at 800.352.0402 x2137, 602.808.2137, or [rm\\_info@mica-insurance.com](mailto:rm_info@mica-insurance.com). Check out MICA COVID-19: Practicing Medicine During a Pandemic resources by clicking the COVID-19 link on the homepage or by [clicking here](#).

Customer Service 877.215.MICA (6422)

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