

## 1. QUICK REFERENCE FOR A PATIENTS JOURNEY (BASED ON THE ASNY PANDEMIC PLAN)

1. COVID prescreen patient 48 hours before appointment via a phone call  
(Use Handout 1 to Prescreen, Handout 2 to sign off checklist)
2. COVID prescreen patient 24 hours via automated email  
(use Handout 7)
3. When patient arrives, they bypass signs on front of your clinic (or just inside front, depending on your set up) from Handouts 4 & 5.
4. Create a roadblock of some kind asking patient to mask up as soon as they enter. Provide masks if not available. Provide hand sanitizer next to mask just in case. Consider creating a sign with clear directions if needed.
5. Patient proceeds to designated in person COVID prescreening area (ideally you should be able to keep this HIPAA compliant so their info is private – feel free to ask people to wait on one of the outside porch chairs. No one should be in reception waiting area unless it's an emergency (then text Kat what is going on) and NEVER during a COVID prescreening.
6. Take forehead temp, take O2, ask COVID screening questions using Handout 6 for in person screening.
  - a. If patient does not pass in person COVID prescreening hand them Handout 8 (with no identifiers except marking what parts they did not pass) and tell them they cannot return for 3 weeks. Put in your private red flag area the date of screening fail and the date they can return.
7. If patient does pass in person screening now schedule and take \$ (so there is only 1 time of front desk contact.
8. Ask them to please wash their hands for 20 seconds.
9. Front desk disinfects patient restroom (after patient washes hands and before calling in new patient and signs a disinfection checklist with date, time, initials.
10. If practitioner is available, they will escort patient to their room. If they are not available, front desk escorts them to one of the open patient rooms assigned to that practitioner and then immediately texts the practitioner where the patient is.
11. Patient receives acupuncture and leaves.
12. Practitioner “turns room” and disinfects it, then signs off checklist – Handout 9