



Patient Safety

COVID-19 – Coronavirus Disease 2019

Updated May 27, 2020

Boston O&P is committed to keeping our patients and employees safe.

Here are some of the precautions we are taking to reduce exposure to our entire Boston O&P family:

Reduced Staff in Clinics

- * Staff minimized to match patient volume and shifts staggered.
- * Remote administrative assistance.
- * Telehealth appointments allow clinicians to work remotely at times.

Controlled Patient Flow to allow Maximum Social Distancing

- * Only 1 guardian may accompany patients <18 years of age.
- * Telehealth appointments used to provide care without exposure when possible.
- * Appointment times offset to improve physical distancing upon arrival & departure.
- * Reduce/eliminate use of waiting area through remote registration, check in, and text-to-enter services. Promote social distancing within waiting areas when area use is necessary.

Wellness Screens

- * Staff, patients, or caregivers experiencing a temperature of 100.4°, persistent cough, shortness of breath, flu-like symptoms, or new loss of taste/smell, they will not be permitted to enter the clinic.
- * Electronic notifications to patients regarding wellness policy.
- * Verbal health screening during appointment confirmation.
- * Screening upon arrival at clinic.

Cleanliness and Protection

- * All non-essential items removed from waiting area and exam rooms.
- * Masks, gloves, and protective eyewear used by clinicians.
- * Masks worn by all patients & visitors.
- * Shields at reception and between work stations.
- * Frequently touched areas such as doorknobs, chairs, workstations, and equipment switches disinfected at the beginning and middle of each day in addition to regular professional cleaning services.
- * Patient care areas disinfected in between appointments.
- * Per CDC guidelines, ALL staff and clinic visitors should:
 - ***Wear mask or other face covering in public settings.***
 - ***Wash your hands often with soap and water for at least 20 seconds or use an alcohol-based hand sanitizer.***
 - ***Cover your nose and mouth when you cough or sneeze.***
 - ***If you don't have clean hands, then don't touch your eyes, nose, and***

If you or a loved one think you may have been exposed to COVID-19, contact your healthcare provider right away.

Visit the CDC's website at <https://www.cdc.gov/coronavirus/2019-ncov/index.html>

For information on COVID-19 in Massachusetts, visit <https://www.mass.gov/info-details/covid-19-updates-and-information>

For information on COVID-19 in New Hampshire, visit <https://www.nh.gov/covid19/>

For updates on Boston O&P's response to COVID-19, please visit our website at

<https://www.bostonoandp.com>