



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: "***The safety of our employees and patients is our utmost concern. If you have COVID-19 or are experiencing any COVID-19 related symptoms (e.g., cold or flu-like symptoms, fever or chills, shortness of breath or difficulty breathing, new loss of taste or smell) please contact us at 407-254-2550 to reschedule your appointment.***"
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 reduced as much as possible and be replaced with virtual meetings, if possible.
2. Marketing
Visits to other physician offices for marketing purposes have been restricted until further notice.

Mask / Face Covering

Face masks are available at the entrance of our offices and are provided to those who request them.

Social Distancing

Every effort is to be made to keep a safe distance between individuals.

Visitors

1. Patients should come alone unless they are a minor or need assistance with their appointment (i.e. have limited mobility, have hearing loss, etc.).
2. For those patients needing a companion, only one person should accompany them.
3. In an effort to maintain social distancing, visitors may be asked to wait outside.
4. 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 or can meet with the physician after the appointment.

Interns/Job shadowing

Internships and job shadowing requests are being considered on a case-by-case basis. Prior approval is required.

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.
7. Use a facemask, gown, gloves, and eye protection.
8. Perform hand hygiene before and after removing PPE, including gloves.
9. 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.