

BEFORE PATIENT ARRIVES

Prepare the clinic.



Use telemedicine consultations for patients whenever feasible.

Opt for an appointment management system to manage patient inflow.



Keep your health department's contact details accessible and stay connected with them.

Personal Protective Equipment (PPE) and disinfectants should be adequately stocked and replenished at regular intervals.

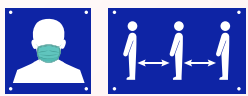


Communicate with patients.



Ask patients to wear a mask, and maintain 3 feet distance with other patients and staff before they visit the clinic. Inform the patients that the facility is disinfected regularly.

Consider rescheduling non-urgent appointments.



Post signs at entrances and in waiting areas about preventive actions like practising coughing etiquette.



Postpone non-essential elective surgeries.

Prepare the waiting area and patient rooms.



Place chairs 3-6 feet apart, where possible. Use barriers (like screens), if possible.

Provide supplies including tissues, trash cans, alcohol-based hand rub and soap at sinks.



If your office has toys, reading materials or other communal objects, remove them or clean them regularly.

AFTER PATIENT IS ASSESSED



Provide at-home care instructions to patients with respiratory symptoms. Consider telehealth options for follow-up.

Notify your health department of patients with COVID-19 symptoms. **24x7 HELPLINE 011-2397 8046**



After patients leave, clean frequently touched surfaces like counters, beds and seating areas with disinfectants.

WHEN PATIENT ARRIVES

Counsel patients.

Prioritise patients showing symptoms of COVID-19 and those at higher risk of COVID-19 i.e., patients with underlying medical conditions.



Counsel patients against attaching any stigma to coronavirus patients.

Place staff at the entrance to ask patients about their symptoms.

Provide symptomatic patients with tissues or face masks to cover mouth and nose.



Limit non-patient visitors.

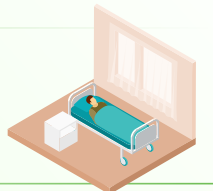
Separate COVID-19 patients

Allow patients to wait outside or in the car if they are medically able.



Create separate spaces in waiting areas for unwell and well patients.

Place patients with COVID-19 in a private room as quickly as possible.



Discharge stable patients early and restrict further new admissions of stable patients.

TRAIN AND PREPARE YOUR STAFF

Train staff on infection prevention and control.



Train your staff on right ways to use, take off and dispose PPE safely.



Train your staff to recognize the symptoms of COVID-19 i.e., fever, cough and shortness of breath.

Implement procedures to quickly triage and separate sick patients.



Emphasize hand hygiene and cough etiquette for everyone.

Ask staff to stay home if they are sick.

Send staff home if they show any symptoms of COVID-19.



Together,
let's keep COVID-19 at bay!



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