



## INTEROFFICE MEMO #3517

To: All Wright & Filippis  
From: Administration  
Re: WF Coronavirus Precautionary Plan of Action

Wright & Filippis is taking the CDC recommendations seriously as well as working proactively in light of the new mandates and ever changing requirements as the Coronavirus- COVID 19 continues to spread throughout our country. Please review the attachments we have provided for education and please feel free to reach out to your management for questions and we will do everything we can guide you through a resolution. WF will have links posted on Share Point as well as our First to Serve website for easy access to the most up to date information from the CDC for our staff and patients.

Effective immediately we will put the following new policies in place. Please make sure everyone has read and understands these new policies.

### Patient Care:

All patients, whether being scheduled over the phone or who walk into the facility will need to be asked the following 2 questions prior to them being seen. It is important to catch the walk ins quickly so they are not waiting with the general public.

- **Question 1:** Have you traveled outside the United States recently?
- **Question 2:** Have you been exposed to a person with a confirmed case of COVID-19 or a person who has been required to self-quarantine?
- If either of these questions are answered with a yes- we will be unable to service the patient at this time and they should be scheduled a future appointment. If the patient presents in person the Manager of Compliance, Kim Lewis, must be notified immediately.
- When scheduling any appointments please request that they contact us if anything changes prior to coming in for that appointment.

Seeing patients in Nursing Homes/Hospitals/Clinic settings

- Clinicians must call the facility prior to the appointment/visit; to be sure, they are accepting outside visitors and if there are any set protocols in order to enter.
- Clinicians need to have a "kit" with them for any patients seen outside of a WF office complete with hand sanitizer, gloves, masks and wipes (please contact Rob Henwood for any necessary supplies)
- This kit should apply to the Sales staff as well as S&B delivery technicians and all should continue to follow the CDC recommendations to reduce the spread of germs

Seeing patients in our facilities

- Please remove all boxes of gloves from the patient exam rooms and have them available in the lab. This is due to the fact that these supplies are very hard to come by right now and we have



already had cases where patients have taken them from one of our patient rooms during an appointment

- Remember to use gloves appropriately during the course of patient care

### **Employees reporting for work:**

Effective immediately all managers need to report to their appropriate Director when an employee is absent from work. We will need to know the reason- are they sick or is it for some other reason- example child sick, schools are closed, etc. Also, provide if you or your staff will be traveling. We will work with the Administrative team and HR to make sure that we try to keep employees safe as we navigate through these uncharted scenarios.

### **Office Cleaning:**

Effective immediately it will be the Office Manager and Clinical Managers responsibility to make sure their office is thoroughly wiped down daily. A cleaning log has been added to each facilities Share Point site, which must be, completed daily (at a minimum) to confirm this action is taking place.

- Office Managers and their team are responsible for the front desk area- all countertops, armrests on waiting room chairs, desks, keyboards, kiosks, doorknobs, etc.
- Clinical Managers and their team are responsible for the patient exam rooms and lab area- exam benches, doorknobs, counter surfaces, work bench areas, etc.

If additional cleaning supplies are required, please reach out to Rob Henwood.

We understand this time may be unsettling for you and your families and we want you to know we are working hard to stay informed and educated so that the best decisions are made for all involved. We will continue to update you as circumstances change and decisions are made. Please continue to communicate concerns or questions and direct them to Kim Lewis, Compliance Manager, as she is our designated point person to collect the concerns and questions you may have and work with the appropriate teams to provide resolution. We are finalizing what our attendance / PTO / sick policy will be during the state mandated state of emergency and will issue by the end of today.

