



Operational Considerations During a Pandemic (or other highly contagious outbreak)

Below is a high level list to consider when having to alter your medical practice due to a pandemic or other highly contagious outbreak. If you have additional questions or would like to discuss any of these topics in more detail please email cccoperations@ohsu.edu and one of our ambulatory operations leaders will contact you.

Personnel

- Determine critical vs non-critical employees
- Develop telework plan for non-critical employees
- Ensure critical employees know expectation
- Consider designating a care team to see only symptomatic patients
- Advance training of donning and doffing PPE
- Mental health/wellbeing of employees
- Reactivation of retired or separated employees

Ill workforce members and exposures

- Criteria for employee testing
- Clear report to work vs stay home expectations for symptomatic employees
- Action plan for employees who test positive

Patient Care

- Criteria for face to face visits vs digital visits vs postponing non-urgent care
- Implement digital visits (video, phone, email) as much as possible
- Cohort symptomatic patients to specific sessions
- Phone screen all patients 24 hours prior to face to face visits
- PPE availability
- Restrict visitors/companions

Facility/Clinical Space

- Designated entries, check in and waiting areas for symptomatic patients
- Sectioning off clinical areas if clinic design allows
- Consideration of alternative location of care (parking lot tented area) to avoid comingling of symptomatic and non-symptomatic patients
- Negative airflow/air exchanges
- Shared/mobile equipment cleaning