



To: All Carolina Orthotic & Prosthetic Employees
From: Administration
Date: March 13, 2020
Re: COP Coronavirus Precautionary Plan of Action

Carolina Orthotics and Prosthetics 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. Carolina O&P will have 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 will be important to catch the walk in's 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(s) 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 Compliance Officer, Melissa Kramer must be immediately notified.
- 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

- Clinician must call the facility prior to the appointment/visit to be sure they are accepting outside visitors and if there are any set protocols that have to be met to enter.
- Clinicians need to have a "kit" with them for any patients seen outside of a CAOP office complete with Hand sanitizer, Gloves, masks and wipes (Tim Fraylick will be reaching out to all Branches regarding supplies for these kits)
- This kit should apply to the Sales staff as well 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 Supervisor 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 Management team and HR to make sure that we try to keep employees safe as we navigate through these uncharted scenarios. Please contact Natasha Kilian in HR with any questions.

Office Cleaning:

Effective immediately it will be the Office Manager and Clinical Managers responsibility to make sure their office is thoroughly wiped down daily. There is a Cleaning log attached which must be completed a minimum of daily 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.
- Turn in your cleaning logs to Melissa Kramer each Friday – this will be reviewed on a weekly basis.

If additional cleaning supplies are required, please reach out to Tim Fraylick.

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 Melissa Kramer, Compliance officer, as she has been assigned as our designated point person to collect the concerns and questions you may have and work with the appropriate teams to provide resolution.