

COVID-19

CORONAVIRUS DISEASE

REOPENING YOUR PRACTICE

ROAD TO PRACTICE RECOVERY

For most practices, ramping back up as shelter-in-place orders expire doesn't mean just picking up where you left off. You'll need a phased reopening that combines increased awareness, communication, and safety precautions. Here are steps you can take for a smooth transition.

Do this now ...

- ✓ Keep sick and well patients separated.
- ✓ Ask patients to call from their vehicle when they arrive.
- ✓ Provide [face masks](#) or ask patients to wear their own.
- ✓ Limit patient visitors.
- ✓ Offer [telemedicine](#) encounters, when appropriate.
- ✓ Install temporary barriers at reception areas (e.g., plexiglass).
- ✓ Have tissues and hand sanitizer available.
- ✓ Disinfect and declutter all patient areas.

Then ...

- ✓ Call patients to reschedule appointments and send previsit instructions.
- ✓ Update your policies and procedures manual with any changes.
- ✓ Revise your scheduling template by lengthening appointment times.
- ✓ Increase communication through emails and newsletters.
- ✓ Reactivate automated messaging.
- ✓ Determine if the practice's hours should be extended temporarily.
- ✓ Record a video about [keeping staff and patients safe](#) to share online.

Followed by ...

- ✓ Let your patients know you've reopened!
- ✓ Update practice information on your website and social media.
- ✓ Reassure patients [it's safe](#) to come into the practice.
- ✓ Rekindle your relationship with patients.
- ✓ Automate processes like online bill pay, appointment scheduling, and your patient portal.
- ✓ Ensure correct coding and that all charges are captured.
- ✓ Stay on top of payer changes.



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