Guideline for Opening Primary Care Offices

Passive Screening:
- Primary care providers should post information on their clinic entrance, website or send an email to all patients advising them to call prior to coming to the office/clinic.

Active Screening:
- Patients should be screened over the phone for symptoms of COVID-19 before scheduling appointments. If patients present in-person without phone screening, staff should screen patients upon entry to assess for symptoms and exposure history. Consider a “closed door” policy so screening can be done in hall or on phone before patients enter the office.

Scheduling/Cohorting:
- Cohort asymptomatic patients in one half-day/full-day and stagger patients to arrive at different times.
- Book symptomatic patients at the end of day in a dedicated room.
- Ask patients to arrive wearing a mask (when able) and avoid other visitors if possible. They can stand 6 feet apart in hallway or wait in car until called.

Protecting your staff:
- At reception, layout should allow for 6 ft distance between individuals.
- Consider use of plexiglass/sneeze guard between patient and your staff.
- Use mask when patient facing.

Protecting yourself:
- Asymptomatic patients: Mask and Face Shield or Goggle.
- Symptomatic: Mask/Face Shield/Goggle/Gown/Gloves.
- Wash your hands before and after entering the room.
Guideline for opening Primary Care Offices

**Arriving patient:**

- Screen again before entering your office
- Make sure they are wearing a mask. Patient to hand sanitize upon entry to the office.
- Check their temperature using non-contact forehead thermometer if available*
- If limited space in the waiting room, have patients wait in their car and call them when ready
- Move patient immediately to an exam room
- Ask them not to touch anything and if possible, not to sit or go directly to the examination table

**Cleaning:**

- Shared equipment: Between patients
- Frequently-touched surfaces: At least twice daily
- General cleaning of procedure/exam rooms: At least twice daily
- After every patient visit, whether the patient is symptomatic or not, patient-contact surfaces (i.e., areas within 2 meters of the patient) should be disinfected as soon as possible.

**PPE:** *(Attention: Price has increased significantly)*

- Call your local distributor ([Surgo](#), [Medical Mart](#), [PPESupply](#), [Pharmadepot](#), [DentalLeads](#), [EMRN](#), [CanadaMedical](#), etc)
- Amazon
- Conquercovid19
  - Use washable gown, Lab coat, Scrubs and remove them before leaving the office or before entering your house
Guideline for opening Primary Care Offices

Useful Resources:
- COVID19Toronto
- Ministry of Health COVID-19
- Ministry of Health COVID-19 Primary Care Guideline
- COVID-19 Assessment Centres
- COVID Literatures
- Centre for Effective Practice COVID-19
- Society of Rural Physicians COVID-19
- COVID-19 Mental Health
- Ministry of Health COVID-19 Testing Clearance
- OCFP In-person Visit During COVID-19
- OCFP COVID-19 Resources
- OMA COVID-19
- Public Health Office Cleaning

North York COVID-19 Assessment Centre:
Branson Assessment Centre
555 Finch Ave (North Entrance, immediately off Finch)
Hours: 8 a.m. to 8 p.m. (last registration at 7:45 p.m.)