

Practice Recommendations

3/19/2020

1. Communicate your office plans to your patients through e-mail or phone numbers on file. Update your practice website, if possible. Request that patients call the office phone number for updates on office closures.
2. Record and update the office phone message with specific patient instructions.
3. Consider closing for all non-immediate appointments such as health maintenance visits and routine follow-up appointments. Do not accept walk-in patients.
4. Possibly open office with skeleton staff specific hours each week and stagger patient appointments to limit patient-to-patient exposure for necessary appointments such as timed procedures and injections.
5. Clean and sanitize the office regularly.
6. Consider virtual appointments and telehealth visits.
7. Remember Patient Centered Medical Home values and provide patients information and options to maintain health during office closures. Please see www.gmpnetwork.org for COVID-19 resources.