

# COVID-19 (Coronavirus Disease)

MENU >

## Prepare your practice for COVID-19 Print & Other Resources

Updated June 12, 2020

[Print](#)

America's medical providers deliver the best care possible and are trusted sources of health information for their patients and the community. CDC is committed to arming them with the accurate and helpful information they need to treat patients with COVID-19, keep other patients and staff safe, and empower patients to protect their own health. Leveraging telemedicine whenever possible is the best way to protect patients and staff from COVID-19. However, when telemedicine is not possible, simple actions can help to reduce the risk of spread and keep people safe.

CDC's *Prepare to Care for COVID-19* is a resource with practical tools clinicians can use to care for patients with COVID-19, and will be regularly updated to help clinicians adapt as the outbreak unfolds.

### Get Your Clinic Ready for COVID-19

### Phone Advice Line Tools

**Get Your Clinic Ready for Coronavirus Disease 2019 (COVID-19)**

A new respiratory disease—coronavirus disease 2019 (COVID-19)—may impact your community. Get ready! Steps you take to prepare your clinic for it can also help protect your patients and healthcare workers from COVID-19.

**Before Patients Arrive**

- Prepare the clinic.
  - Know which of your patients are at higher risk of adverse outcomes from COVID-19.
  - Consider and plan for providing more telemedicine appointments.
  - Know how to contact your health department.
  - Stay connected with your health department to know about COVID-19 in your community. Step up precautions when the virus is circulating in your community.
  - Assess and restock supplies now and on a regular schedule.
- Communicate with patients.
  - Ask patients about symptoms during reminder calls.
  - Consider rescheduling non-urgent appointments.
  - Post signs at entrances and in waiting areas about prevention actions.
- Prepare the waiting area and patient rooms.
  - Provide supplies—tissues, alcohol-based hand rubs, soap at sinks, and trash cans.
  - Place chairs 3–6 feet apart, when possible. Use barriers (like screens), if possible.
  - If your office has toys, reading material, or other communal objects, remove them or clean them regularly.

**When Patients Arrive**

- Place staff at the entrance to ask patients about their symptoms.
  - Provide symptomatic patients with tissues or face masks to cover mouth and nose.
  - Limit non-patient visitors.
- Separate sick patients with symptoms.
  - Allow patients to wait outside or in the car if they are medically able.
  - Create separate spaces in waiting areas for sick and well patients.
  - Place sick patients in a private room as quickly as possible.

**After Patients are Assessed**

- After patients leave, clean frequently touched surfaces using EPA-registered disinfectants—counters, beds, seating.
- Provide at-home care instructions to patients with respiratory symptoms. Consider telehealth options for follow up.
- Notify your health department of patients with COVID-19 symptoms.

**Train and prepare your staff now**

- Ensure that clinical staff know the right ways to put on, use, and take off PPE safely.
- Recognize the symptoms of COVID-19—fever, cough, shortness of breath.
- Implement procedures to quickly triage and separate sick patients.
- Emphasize hand hygiene and cough etiquette for everyone.
- Ask staff to stay home if they are sick.
- Send staff home if they develop symptoms while at work.

For more information: [www.cdc.gov/COVID19](http://www.cdc.gov/COVID19)

[PDF - 1 Page]

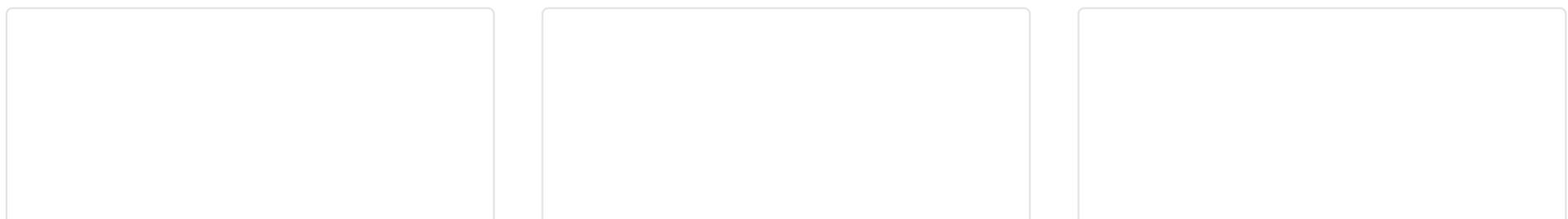
**Phone Advice Line Tools**  
Guidelines for Children (2-17 years) or Adults (>18 years) with Possible COVID-19

Includes initial phone script, accompanying decision algorithm, and tailored care advice messages

U.S. Department of Health and Human Services  
Centers for Disease Control and Prevention

[PDF - 11 pages]

### Print Resources to Prepare Your Practice



**Please read before entering.**

**IF YOU HAVE**

Please call our office before coming inside.  
Clinic Phone # \_\_\_\_\_

The clinic staff may ask you to wear a mask or use tissues to cover your cough.  
Thank you for helping us keep our patients and staff safe.

[cdc.gov/coronavirus](https://www.cdc.gov/coronavirus)

**If you have these symptoms, please see the front desk immediately.**

Patients with COVID-19 may have these symptoms:

We may ask you to wear a mask or use tissues to cover your cough, and offer you a separate space to wait.

Thank you for helping us protect other patients and staff.

[cdc.gov/coronavirus](https://www.cdc.gov/coronavirus)

**10 things you can do to manage your COVID-19 symptoms at home**

If you have possible or confirmed COVID-19:

- Stay home from work and school. And stay away from other public places, if you must go out, avoid using any kind of public transportation, ride-sharing, or taxis.
- Monitor your symptoms carefully. If your symptoms get worse, call your healthcare provider immediately.
- Get rest and stay hydrated.
- If you have a medical appointment, call the healthcare provider ahead of time and tell them that you have or may have COVID-19.
- For medical emergencies, call 911 and notify the dispatch personnel that you have or may have COVID-19.
- Cover your cough and sneezes.
- Wash your hands often with soap and water for at least 20 seconds or clean your hands with an alcohol-based hand sanitizer that contains at least 60% alcohol.
- As much as possible, stay in a specific room and away from other people in your home. Also, you should use a separate bathroom, if available. If you need to be around other people in or outside of the home, wear a facemask.
- Avoid sharing personal items with other people in your household, like dishes, towels, and bedding.
- Clean all surfaces that are touched often, like counters, tables, and doorknobs. Use household cleaning sprays or wipes according to the label instructions.

[cdc.gov/coronavirus](https://www.cdc.gov/coronavirus)

Patient handout with tips for home care.

[PDF – 1 Page] | Spanish | Chinese | Vietnamese | Korean

**Use Personal Protective Equipment (PPE) When Caring for Patients with Confirmed or Suspected COVID-19**

Before caring for patients with confirmed or suspected COVID-19, healthcare personnel (HCP) must:

- Receive comprehensive training on when and what PPE is necessary, how to don (put on) and doff (take off) PPE, limitations of PPE, and proper care, maintenance, and disposal of PPE.
- Demonstrate competency in performing appropriate infection control practices and procedures.

**Remember:**

- PPE must be donned correctly before entering the patient area (e.g., isolation room, unit if cohorting).
- PPE must remain in place and be worn correctly for the duration of work in potentially contaminated areas. PPE should not be adjusted (e.g., retying gown, adjusting respirator/facemask) during patient care.
- PPE must be removed slowly and deliberately in a sequence that prevents self-contamination. A step-by-step process should be developed and used during training and patient care.

[www.cdc.gov/coronavirus](https://www.cdc.gov/coronavirus)

Factsheet – How to Put On & Take Off PPE.

8.5×11 file [PDF – 2 pages]

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**Donning (putting on the gear):**

- Identify and gather the proper PPE and don. Remove these items to a clean (closed) room.
- Perform hand hygiene using hand sanitizer.
- Put on isolation gown. The top of the tie on the gown. Assistance may be needed by another HCP.
- Put on a NIOSH-approved N95 filtering respirator or an equivalent (e.g., equivalent to an equivalent). If the respirator has a exhalation valve, it should be placed on the side with the valve, not face or toward. Do not touch the respirator with one hand. Respirator/facemask should be secured under the chin, behind the neck, and over the head. Do not use respirator/facemask under your chin or over the head.
- Respirator straps should be placed on crown of head (top strap) and back of neck (bottom strap). Fasten a cover and check each strap per the respirator.
- Remember: Mask use should be secured on crown of head (top) and back of neck (bottom) (if mask has loops, hook them appropriately around your ears).
- Put on face shield or goggles. Face shield should provide full-face coverage. Goggles should provide unobstructed vision for the eyes, but not to the corners.
- Perform hand hygiene before putting on gloves. Gloves should cover the rest (dorsal) of the hand.
- HCP may now enter patient room.

**Doffing (taking off the gear):**

- Remember: Doffing method may be acceptable. Training and practice using your healthcare facility/procedure is critical. Below is one example of doffing.
- Remove gloves. Remove gloves without touching any additional contamination of hands. Gloves can be removed using same clean technique (e.g., glove-to-glove or heel-to-heel).
- Remove gown. Unfasten the bottom strap by pulling the strap over the head, rather than the neck. Do not touch the front of the gown. Reach up to the shoulder and carefully pull the gown down and away from the body, holding the gown from an acceptable approach. Dispose in trash receptacle.
- HCP may now exit patient room.
- Perform hand hygiene.
- Remove face shield or goggles. Carefully remove face shield or goggles by pulling the strap and pulling upwards and away from head. Do not touch the front of face shield or goggles.
- Remove and discard respirator (or facemask if used instead of respirator). Do not touch the front of the respirator or facemask.
- Remember: Remove the bottom strap by pulling only the strap and bringing it centrally over the head. Unfasten the top strap by pulling it centrally over the head, and then pull the respirator away from the face without touching the front of the respirator. A facemask should be removed from the face without touching the front of the face.
- Perform hand hygiene after removing the respirator/facemask and before putting it in a bag if your workplace is providing one.

[www.cdc.gov/coronavirus](https://www.cdc.gov/coronavirus)

Poster – How to Put On & Take Off PPE.

11×17 file [PDF – 1 page]

Last Updated June 12, 2020