



Patient Safety

COVID-19 – Coronavirus Disease 2019

Boston O&P is committed to keeping our patients and employees safe during this uncertain time.

Here are some of the precautions we are taking to reduce exposure to our entire Boston O&P family:

Staff Reductions in Clinics

- * Limited number of clinics are open.
- * Staffing is limited to meet essential patient needs.
- * Remote administrative assistance.
- * Telehealth appointments will be used whenever possible to allow clinicians to work remotely.

Patient Flow to Allow Maximum Social Distancing

- * Only one guardian may accompany patients <18 years of age.
- * Telehealth appointments used to provide care without exposure whenever possible.
- * Appointment times offset to have one patient checking in at a time.
- * Reduce/eliminate use of waiting area through remote registration, check in, and text-to-enter services. Promote social distancing within waiting areas when area use is necessary.

Wellness Screens

- * If any staff, patient, caregiver, or member of their household has experienced a temperature of 100.4° or above, persistent cough, shortness of breath, or contact with someone who has tested positive for COVID-19 over the past 14 days, they will not be permitted to enter the clinic.
- * Electronic notifications to patients regarding wellness policy.
- * Verbal health screening during appointment confirmation.
- * Screening upon arrival at clinic.

Cleanliness and Protection

- * All non-essential items removed from waiting area and exam rooms.
- * Masks, gloves, and protective eyewear used by clinicians.
- * Frequently touched areas such as doorknobs, chairs, workstations, and equipment switches are disinfected multiple times each day in addition to regular professional cleaning services.
- * Patient care areas disinfected in between appointments.
- * Per CDC guidelines, ALL staff and clinic visitors should:
 - ***Wear mask or other face covering in public settings.***
 - ***Wash your hands often with soap and water for at least 20 seconds or use an alcohol-based hand sanitizer.***
 - ***Cover your nose and mouth when you cough or sneeze.***
 - ***If you don't have clean hands, don't touch your eyes, nose, or mouth.***

If you or a loved one think you may have been exposed to COVID-19, contact your healthcare provider right away.

Visit the CDC's website at <https://www.cdc.gov/coronavirus/2019-ncov/index.html>.

For information on COVID-19 in Massachusetts, visit <https://www.mass.gov/info-details/covid-19-updates-and-information>

For information on COVID-19 in New Hampshire, visit <https://www.nh.gov/covid19/>

For information on Boston O&P's response to COVID-19, please visit our website at <https://www.bostonoandp.com/news/important-covid-19-announcement-from-boston-orthotics-prosthetics/>