

Neuropsychology Concierge COVID-19 Safety Center

We are committed to the safety and wellbeing of our patients, staff, and families while continuing to provide the best neuropsychological services. The information below provides details about our updated COVID-19 Safety Protocol and Operating Procedure plus additional alternative safety technology that we are implementing that may mitigate additional risks, plus resources to help you make informed decisions for you and your family's brain health and behavioral care.

COVID-19 Safety Protocol

These guidelines will help to maintain the high standards of care and cleanliness to which we have always held ourselves at Neuropsychology Concierge. Our goal is, as always, to create a safe environment for our patients and team members and hope that you feel secure in the knowledge that we are doing everything in our power to provide the safest clinical conditions in order to protect our patients, our team, and our families. Dr. Salinas is working hands-on with global leaders in the field of neuropsychology to ensure that our center adheres to the latest CDC and WHO recommendations.

Training and Education of our Team

- Our team has had refresher training in handwashing techniques. This may seem simple, but it is the most basic thing we can all do to prevent the spread of the covid-19. The data shows that it is often poorly complied with or inadequately done. To that end we have spent time ensuring that our team does it well and often, especially before and after every patient encounter.
- They have practiced the appropriate use of personal protective equipment prior to caring for a patient to prevent contamination.
- Staff that is not feeling well will stay home for 2 weeks.
- Everyone in the office takes their temperatures daily at the start of the day. Anyone with a temperature above 100.2 F is immediately sent home.
- We have created a checklist of recommendations for our team to follow so they arrive to work healthy and go home to their families without worry.

Recommendations for our Team

Before coming to work

- Do not come in to work if you or any other family member are experiencing symptoms such as cough, sore throat, fever, loss of taste, etc.
- Remove watches and rings and leave at home
- Tie hair up neatly
- Nails will be kept short with no polish
- Avoid extra accessories such as multiple earrings, necklaces and bracelets
- Place Phone in a Ziplock bag that you will discard at the end of the day

- Bring work clothes in a washable bag (pillowcase)
- Practice the appropriate use of personal protective equipment prior to caring for a patient to prevent contamination

At work

- Change into Neuropsychology Concierge scrubs and work shoes (preferably plastic and wipeable) as soon as you arrive
- Use PPE as appropriate and in accordance with your training
- Use of other team member workstations, desk, offices and other work tools is discouraged
- Clean office phone handsets after use
- Cell phone use is discouraged

After work

- Wash hands and Arms with Soap
- Remove Scrubs and place in a washable bag to transport home
- Wash hands and put on clean clothes
- Sanitize Phone, glasses, etc.
- Wash hands again

At home

- Do not touch anything
- Remove shoes and clothes
- Wash clothes in a washing machine with detergent and hot water
- Shower immediately with soap and water before touching anything (including loved ones)

Patient Interviews and Social Distancing

Before patient arrival every effort is made to

- Filter patients during scheduling calls for care using established and recommended screening checklist and scripts
- Reschedule patients at least 2 weeks out who show any signs of a cough or fever or who describe having any concerning warning signs
- Instruct patients to call ahead and reschedule their appointment if they develop symptoms of a respiratory infection (e.g., cough, sore throat or fever) on the day they are scheduled to be seen

To promote physical distancing

- Prioritize high risk patients for specially scheduled high-risk appointments (over 65, immune compromised, diabetes, etc. Refer to CDC: Groups at Higher Risk for Severe Illness Handout)
- We are encouraging patients to use a “virtual” waiting room. Patients can opt to wait in their cars where they can be contacted by phone when we are ready to receive them in the center.
- If a patient is being accompanied, their guest should wait in the car to limit the number of people in the waiting room and promote social distancing. Exceptions will be made when required for patient health reasons or consent(minors).
- It is encouraged that families do not bring siblings to appointments.
- We have set up an outdoor waiting area for parents that need to bring siblings due to lack of childcare and will have seating 6 feet apart to adhere to physical distancing.
- When scheduling appointments we are spreading out the schedule so there are less people in the waiting room (no more than one person at a time)

Safety measures

- Post visual Alerts (signs, posters) at the entrances advising them of COVID-19 risks and advising them not to enter the facility when ill
- Masks are offered to patients who will sit in the waiting room if they have not come with their own
- Tissues are made accessible immediately upon entry and instructions are provided on how to cover mouth and nose when coughing or sneezing, to dispose of tissues and contaminated items in waste receptacles.
- Provide supplies such as alcohol-based hand sanitizer with 70-95% alcohol, tissues and no touch receptacles for disposal in waiting rooms and at reception
- Post hand hygiene poster in bathrooms

Measures Upon Arrival

Patients are

- Asked to use private back entrance only if a testing client
- Asked to use front entrance only if a therapy client. Use gloves outside to open front door and throw away in hands free garbage once inside
- Patients will be required to wash or sanitize their hands upon entry
- You will be escorted into an office as quickly as possible to avoid lingering in the waiting room
- Asked about the presence of symptoms of respiratory infection and history of travel or contact with possible COVID-19 patients
- Assessed for respiratory symptoms and fever, if fever of 100.2 F or greater or respiratory symptoms are present, they will be advised to seek medical treatment and be rescheduled

Measures Taken Upon Patient Entry

- If an office is not available, ensure social distancing by placing seating a minimum of 6 feet apart

- Remove all clutter and anything that is not easily disinfected from the waiting room (magazines, books, coffee station)
- We have removed all seating that is not easily disinfected from our office and will wipe down all seating before and after each patient
- Frequent wipe down of waiting room, bathroom, door handles, tables, counter tops, table, etc.

Office/Reception Safety Measures

- We have installed physical barriers in the reception area such as plexiglass to limit contact between staff and potential infectious patients
- We have installed plexiglass to limit contact between our therapists and potential infectious patients in our therapy offices
- Headphone use is encouraged, so hands are free and only one person uses it
- Place air handling systems (with appropriate filtration, exchange rate, etc.)

Testing Office Safety Measures

- We have installed a window in the back testing office wall as well as microphones and audio system into the ceiling so that patients who need to be tested with Dr. Cristi for longer durations can still interact with her face to face while maintaining the highest level of safety. The patient will be seated in an office facing the window looking at Dr. Cristi while she is seated in another office looking at the patient through the window. The door will be closed at all times.
- All necessary testing materials will be wiped down prior to the patient arrival and placed on a table
- All necessary testing materials, tables, door handles, etc. will be wiped down after completion of the evaluation

Protocols of the Clinical Team

We have created added set up and break down protocols as well as additional barrier protections.

Hand hygiene is performed by our staff

- Before and after all patient contact, contact with potentially infectious material, and before putting on and removing personal protective equipment including gloves
- After removing PPE in order to remove any pathogens that might have been transferred to bare hands
- Hands are washed with soap and water for at least 20 seconds

Personal Protective Equipment

- Wear PPE always including masks, gloves, hair cap, eye protection, and face shield.
- N95 respirators should be used when performing procedures that produce aerosols. Our speech language pathologist and occupational therapist will additionally utilize isolation gowns since they may provide close exposure aerosol generating procedures (AGP)

Eye Protection

- Put on face shield and safety goggles upon entry to the office
- Remove eye protection before leaving the patient room
- Reusable eye protection and face shields must be cleaned and disinfected according to the manufacturer's instructions after each use

Gloves

- Put on clean non-sterile gloves upon entry into the office
- Changed gloves if they become torn or heavily contaminated
- Remove or discard gloves when leaving the office and immediately perform hand hygiene

Gowns

- Isolation Gowns should be prioritized for aerosol generating procedures (AGP). Put on a clean isolation gown upon entry to the office. Remove and discard gown after use.
- Disposable gowns should be discarded, and cloth jackets should be laundered after each use.

Shoe Covers

- These will be worn over running shoes unless team member is wearing plastic shoes that can be wiped down

Protocols After the Clinical Treatment

- As always, all non-disposable equipment used for patients should be cleaned and disinfected
- There will be absolutely nothing out on the counters or on open shelves that is not going to be used for that specific patient's appointment. Everything that is not used for each individual appointment will be stored in a drawer or covered cabinet. Make sure you have everything out that you will use for that patient.
- White gloves will be used during patient procedures and break down of used offices including disinfection. Blue gloves will be used during set up-**ONLY AFTER THE OFFICE HAS BEEN THOROUGHLY DISINFECTED**
- We are implementing mobile self-contained germicidal and viricidal ozone emitting air filtration technology in addition to the CDC and WHO recommendations as an alternative method to mitigate risks.

Safety measures after the visit

- A barrier will be set up at patient check out to decrease contact between non-clinical team members and patients.
- A hand sanitizing station and signage will encourage patients to sanitize before handing over any money. Front desk team member will sanitize their hands after handling monies.
- As always, we will utilize our electronic system for patient signatures that can be done in advance
- Review of any payments can be carried out by phone and our secure patient portal. Please note that payment information is considered HIPAA protected documents and must be sent via encryption. As always, utilize our secure patient portal

At the end of the day

- All Surfaces in each office, front desk, kitchen, bathroom and patient waiting area will be thoroughly wiped down using approved germicidal and viricidal agents
- These surfaces include but are not limited to cabinet fronts, counter tops, faucets, soap dispensers, drawer pulls, door handles, floors, table tops, computer keyboards, computer mouse, etc.

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