

## Primary Care Sites (WHAT & Horizons Health)

Maintaining the health and safety of our patients and staff is our utmost priority. Under the advice of our Medical Director, Jennifer Nomides, MD, and in adherence to the recommendations outlined by the North Carolina Department of Health and Human Services and the CDC; we will be taking appropriate measures to prevent the transmission of respiratory pathogens. These measures are to be implemented immediately and, as we are closely monitoring the recommendations of the CDC and the North Carolina Department of Health and Human Services, are subject to change.

- Telephone Screening when patients call to schedule sick visits
  - Are you experiencing fevers, chills, difficulty breathing, or coughing?
    - In the 14 days prior to your symptoms did you have close contact with anyone that has a confirmed case of COVID-19? (If yes, connect patient with the Health Department)
    - In the 14 days prior to your symptoms did you travel from: China, Iran, Italy, Japan, or South Korea? (If yes, connect patient with the Health Department)

If Patient answers NO, schedule an appointment, and prepare them to put on a mask upon arrival.

In the case of walk-ins, it is necessary to have posted on every patient entrance, signs reading:

“If you are experiencing fever, chills, coughing, or difficulty breathing please put on a mask immediately upon entering our facility. If you are having these symptoms please notify us immediately of any travel to any area with ongoing COVID-19 cases, or if you have been exposed to someone with COVID-19.”

Patients with any confirmed travel meeting the aforementioned criteria or with confirmed exposure should be quarantined immediately to a room. During interaction with these patients, staff members should wear an N95 mask, face shield, gloves and gown. Patients with these symptoms, but without high risk of exposure should be asked to sit as far from other patients as possible, but can remain in waiting room.

Masks, hand sanitizer and tissues should be readily available in the waiting room.

- Cleaning door handles frequently throughout the day, specifically when patients exhibiting symptoms of respiratory illness are present.
- Wiping down check-in/check-out surfaces frequently throughout the day, specifically when patients exhibiting symptoms of respiratory illness are present.
- Exam rooms should be disinfected after each patient (exam table, chair, and counters wiped down with approved disinfectant) for those patients with respiratory illness, rooms should also be sprayed with an approved disinfectant that kills airborne pathogens and left unoccupied for 15 minutes.

While we are not expecting to widely test for COVID-19, tests are available. We will follow the CDC guidelines for testing. In the event of a positive test we will follow CDC guidelines for reporting, and handling of staff that was in contact with the patient.

Thank you for your immediate adherence to this policy.

## Outpatient Offices

Balancing health and safety of our patients and staff with our clients' mental health and SUD treatment is our primary concern. In adherence to the recommendations outlined by the North Carolina Department of Health and Human Services and the CDC; we will be taking appropriate measures to prevent the transmission of respiratory pathogens. These measures are to be implemented immediately and, as we are closely monitoring the recommendations of the CDC and the North Carolina Department of Health and Human Services, are subject to change.

- Telephone Screening when patients call to schedule counseling appointments
  - Are you experiencing fevers, chills, difficulty breathing, or coughing?
    - In the 14 days prior to your symptoms did you have close contact with anyone that has a confirmed case of COVID-19? (If yes, connect patient with the Health Department)
    - In the 14 days prior to your symptoms did you travel from: China, Iran, Italy, Japan, or South Korea? (If yes, connect patient with the Health Department)

If Patient answers NO, schedule an appointment.

The same Screening should be done for patients arriving for scheduled group or individual appointments, and if the patient answers YES, then they should be directed to the local Health Department or one of our Primary Care sites – and NOT allowed to come for group or individual counseling.

In preparation for walk-ins, it is necessary to have posted on every patient entrance, signs reading:

“If you are experiencing fever, chills, coughing, or difficulty breathing please go to the local Health Department or one of our Primary Care sites.”

Program Directors, and the assigned primary care therapist should continually monitor their caseload for clients that may need appropriate accommodations to respect their health and address their ongoing and acute mental health/SUD needs. This may mean scheduling immune comprised individuals at nonpeak times, exploring use of teletherapy, or postponing sessions if there is imminent concern regarding exposure of the staff or client to Covid-19 pathogens.

Masks, hand sanitizer and tissues should be readily available in the waiting room.

- Cleaning door handles frequently throughout the day, specifically when patients exhibiting symptoms of respiratory illness are present.
- Wiping down check-in/check-out surfaces frequently throughout the day, specifically when patients exhibiting symptoms of respiratory illness are present.
- Therapy and group rooms should be disinfected after each session. For those patients with respiratory illness, rooms should also be sprayed with an approved disinfectant that kills airborne pathogens and left unoccupied for 15 minutes.

While we are not expecting to widely test for COVID-19, tests are available at Horizons Health. We will follow the CDC guidelines for testing. In the event of a positive test we will follow CDC guidelines for reporting, and handling of staff that was in contact with the patient.

Thank you for your immediate adherence to this policy.

## Home Visiting Programs

Balancing health and safety of our clients and staff, with clients' mental health and SUD treatment is our primary concern. In adherence to the recommendations outlined by the North Carolina Department of Health and Human Services (NCDHHS) and the Centers for Disease Control and Prevention (CDC); we will be taking appropriate measures to prevent the transmission of respiratory pathogens. These measures are to be implemented immediately and, as we are closely monitoring the recommendations of the CDC and NCDHHS, are subject to change.

- Contact family each day prior to scheduled sessions to assess the following:
  - Are you experiencing fevers, chills, difficulty breathing, or coughing?
  - In the 14 days prior to your symptoms did you have close contact with anyone that has a confirmed case of COVID-19? (If yes, connect patient with the Health Department)
  - In the 14 days prior to your symptoms did you travel from: China, Iran, Italy, Japan, or South Korea? (If yes, connect patient with the Health Department)

If client answers NO, schedule an appointment, and prepare to complete visit as normal.

If client answers YES, and is experiencing fever, chills, coughing, or difficulty breathing please recommend that they go to the local Health Department or one of our Primary Care sites and do not proceed with scheduled visit. Continue to follow up in the upcoming days to confirm illness and proceed with visits or follow the recommendation from the doctor. If confirmed COVID-19, visits should continue via phone, teletherapy, or other approved remote technology.

If client does not respond to the daily communication, staff are to attend homes for visits as normal. Staff are to attend with a mask until they can confirm if the household is experiencing any symptoms. If they are not, staff proceed as normal. If they are experiencing symptoms upon arrival, staff will leave, refer to the local Health Department or one of our Primary Care sites, and use approved remote technology to complete visits.

Program Directors, and the assigned therapists should continually monitor their caseloads for clients that may need appropriate accommodations to respect their health and address their ongoing and acute mental health/SUD needs. This may mean scheduling immune comprised individuals at nonpeak times, exploring use of teletherapy, or postponing sessions if there is imminent concern regarding exposure of the staff or client to COVID-19 pathogens.

Masks, hand sanitizer, and tissues are readily available with the Office Manager to take to homes and utilize as needed. Masks will be used when symptoms are unknown. To follow NCDHHS guidelines, staff will not use masks when symptoms are not present. Washing of hands will be completed at the beginning and end of visits by staff and clients.

Office Manager will manage office cleanliness and sanitation by the following:

- Cleaning door handles frequently throughout the day
- Wiping down surfaces frequently throughout the day
- Conference and multi-purpose rooms should be disinfected after each meeting

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## Psychiatric Visits

Balancing health and safety of our patients and staff with our clients' mental health and SUD treatment is our primary concern. In adherence to the recommendations outlined by the North Carolina Department of Health and Human Services and the CDC; we will be taking appropriate measures to prevent the transmission of respiratory pathogens. These measures are to be implemented immediately and, as we are closely monitoring the recommendations of the CDC and the North Carolina Department of Health and Human Services, are subject to change.

- Telephone Screening when patients call to schedule psychiatric/mental health appointments
  - Are you experiencing fevers, chills, difficulty breathing, or coughing?
    - In the 14 days prior to your symptoms did you have close contact with anyone that has a confirmed case of COVID-19? (If yes, connect patient with the Health Department)
    - In the 14 days prior to your symptoms did you travel from: China, Iran, Italy, Japan, or South Korea? (If yes, connect patient with the Health Department)

If Patient answers NO, schedule an appointment, and allow them to proceed to their visit.

In preparation for walk-ins, it is necessary to have posted on every patient entrance, signs reading:

“If you are experiencing fever, chills, coughing, or difficulty breathing please go to the local Health Department or one of our Primary Care sites.”

***All clients will have their temperatures taken by the CMA or nurse at the site as this is considered a routine practice standard. Clients with a fever will immediately given a mask, referred to the Health Department and staffed with the psychiatric provider to determine next steps for filling any prescription needs.***

Psychiatric Practice Manager, and the assigned psychiatric provider should continually monitor their caseload for clients that may need appropriate accommodations to respect their health and address their ongoing and acute mental health/MAT needs. This may mean scheduling immune comprised individuals at nonpeak times, exploring use of teletherapy, or postponing sessions if there is imminent concern regarding exposure of the staff or client to Covid-19 pathogens.

Masks, hand sanitizer and tissues should be readily available in the waiting room.

- Cleaning door handles frequently throughout the day, specifically when patients exhibiting symptoms of respiratory illness are present.
- Wiping down check-in/check-out surfaces frequently throughout the day, specifically when patients exhibiting symptoms of respiratory illness are present.
- Therapy and group rooms should be disinfected after each session. For those patients with respiratory illness, rooms should also be sprayed with an approved disinfectant that kills airborne pathogens and left unoccupied for 15 minutes.

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