

Medical Professional Liability Risk Management for Reopening a Medical Practice or Reinstating In-Office Appointments During the COVID-19 Pandemic

Notify your agent, broker, or MICA Customer Service Representative of your return to full-time hours. MICA Underwriting Customer Service Team: 602.808.2111 | 877.215.MICA

Call or email the MICA Risk Management Services Hotline for medical professional liability risk management advice and information.

MICA Risk Management Services Hotline

602.808.2137
877.215.MICA

Inventory and order supplies and personal protection equipment: consider touch-less thermometers, personal protection equipment, bio-hazard trash bags, hand soap, alcohol-based sanitizer, disinfectants, tissues.

Personal Protective Equipment (PPE) Burn Rate Calculator

<https://www.cdc.gov/coronavirus/2019-ncov/hcp/ppe-strategy/burn-calculator.html>

Personal Protective Equipment, US Department of Labor, Occupational Safety and Health Administration, OSHA 3151-12R 2004

<https://www.osha.gov/Publications/osa3151.pdf>

Arizona COVID-19 Infection Control and Personal Protective Equipment (PPE) Guidance for Arizona

<https://www.azdhs.gov/documents/preparedness/epidemiology-disease-control/infectious-diseases-services/coronavirus/covid-19-ppe-guidance.pdf>

Action PPE, Arizona Medical Association, and Maricopa County Medical Society opportunity to buy personal protective equipment and ordering guidelines.

<https://www.azdhs.gov/documents/preparedness/epidemiology-disease-control/infectious-diseases-services/coronavirus/covid-19-ppe-guidance.pdf>

Updated Coronavirus Disease (COVID-19) Outbreak Personal Protective Equipment (PPE) Guidance – Strategies to Optimize PPE Contingent Capacity Use Recommendations

<https://www.azdhs.gov/documents/preparedness/epidemiology-disease-control/infectious-disease-epidemiology/novel-coronavirus/healthcare-providers/ppe-contingent-guidelines.pdf>

Federal contractors offering disinfection of PPE

Contact Arizona Department of Health Services Health Emergency Operations Center (HEOC) at heoc@azdhs.gov



UServeUtah resources for PPE

<https://userve.utah.gov/ppe/>

Train or refresh staff: examples include use of PPE and infection transmission/prevention.

Using Personal Protective Equipment (PPE)

<https://www.cdc.gov/coronavirus/2019-ncov/hcp/using-ppe.html>

Strategies to Optimize the Supply of PPE and Equipment

<https://www.cdc.gov/coronavirus/2019-ncov/hcp/ppe-strategy/index.html>

Free Webinar COVID-19 Update: Optimization Strategies for Healthcare Personal Protective Equipment (PPE)

https://emergency.cdc.gov/coca/calls/2020/callinfo_032520.asp

Free Webinar Coronavirus Disease 2019 (COVID-19) Update and Infection Prevention and Control Recommendations

https://emergency.cdc.gov/coca/calls/2020/callinfo_031320.asp

Arizona COVID-19 Clinician Fact Sheet

<https://www.azdhs.gov/documents/preparedness/epidemiology-disease-control/infectious-diseases-services/coronavirus/clinician-fact-sheet.pdf>

Train or refresh staff: examples include recognizing your own and your patients' potential COVID-19 signs and symptoms, screening for COVID-19, and communicating with patients and families.

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

<https://www.cdc.gov/coronavirus/2019-ncov/hcp/clinic-preparedness.html>

Criteria to Guide Evaluation and Laboratory Testing for COVID-19

<https://www.cdc.gov/coronavirus/2019-nCoV/hcp/clinical-criteria.html>

Recommendations for Reporting, Testing, and Specimen Collection

<https://www.cdc.gov/coronavirus/2019-nCoV/hcp/clinical-criteria.html>

Interim Clinical Guidance for Management of Patients with Confirmed Coronavirus Disease (COVID-19)

<https://www.cdc.gov/coronavirus/2019-ncov/hcp/clinical-guidance-management-patients.html>

Information for Pediatric Healthcare Providers

<https://www.cdc.gov/coronavirus/2019-ncov/hcp/pediatric-hcp.html>

Guidance on Screening of Visitors for COVID-19

<https://www.azdhs.gov/documents/preparedness/epidemiology-disease-control/infectious-disease-epidemiology/novel-coronavirus/community/visitor-screening-protocol.pdf>



Utah COVID-19 Testing Information (Testing sites, testing criteria, antibody testing)

<https://coronavirus.utah.gov/testing-locations/>

Utah Recommendations for Physicians and Other Health Care Professionals

<https://coronavirus.utah.gov/recommendations-for-providers/>

Utah Department of Health
COVID-19 Self-Screening and
Monitoring Tools for Healthcare
Workers

<https://coronavirus.utah.gov/wp-content/uploads/COVID-19-HCW-Screening-Tool-Passport.pdf>

Determine processes for appointments: consider confirming patients currently on the schedule will keep their appointment; identifying patients who canceled appointments and whose appointments were canceled by the practice for rescheduling; creating a policy and process or tool for screening and making telemedicine or in-office appointments, and for re-screening patients on the day of their in-office appointment; prioritizing the rescheduling of cancellations for high risk and high acuity patients, chronic disease or chronically ill patients, and then preventive or wellness appointments.

Phone Advice Line Tool for Possible COVID-19 Patients

<https://www.cdc.gov/coronavirus/2019-ncov/hcp/phone-guide/index.html>

Phone Advice Line Tools -Guidelines for Children (2-17 years) or Adults (\geq 18 years) with Possible COVID-10

<https://www.azdhs.gov/documents/preparedness/epidemiology-disease-control/infectious-diseases-services/coronavirus/primary-care-preparedness-covid-19.pdf>

COVID-19 Medical Practice Reopening Checklist

<https://www.mgma.com/MGMA/media/files/pdf/MGMA-Practice-Reopening-Checklist.pdf?ext=.pdf>

MICA Hot Topic Newsletter Preparing Your Practice for Post COVID-19 Patient Care - Vaccinations

<https://www.mica-insurance.com/assets/anonymous/HotTopics-5-42920.pdf>

MICA Hot Topic Newsletter Preparing Your Practice for Post COVID-19 Patient Care – Refilling Prescriptions

<https://www.mica-insurance.com/assets/anonymous/HotTopics-6-43020.pdf>

Reorganize the practice's layout using social distancing and infection transmission and prevention techniques: examples include waiting area, restrooms, entrances and exits, reception area, break room, and appointment scheduling area.

COVID-19 Preparedness for the Primary Care Setting

<https://www.azdhs.gov/documents/preparedness/epidemiology-disease-control/infectious-diseases-services/coronavirus/primary-care-preparedness-covid-19.pdf>

Visitor Restriction Sign for Healthcare

<https://www.azdhs.gov/documents/preparedness/epidemiology-disease-control/infectious-disease-epidemiology/novel-coronavirus/visitor-restriction-sign.pdf>

Guidance on Preparing Workplaces for COVID-19

<https://www.osha.gov/Publications/OSHA3990.pdf>

Ten Steps All Workplaces Can Take to Reduce Risk of Exposure to Coronavirus

English <https://www.osha.gov/Publications/OSHA3994.pdf>
Spanish <https://www.osha.gov/Publications/OSHA3995.pdf>

Review current pandemic telemedicine appointment process and plan for a telemedicine appointment process post-COVID-19.

Arizona Medical Association
Free Telemedicine Guidance for Arizona Physicians

http://azmed.informz.net/azmed/pages/ArMA_Telemedicine_Guide

Utah Department of Health
COVID-19 Telehealth Resource Center

<https://coronavirus.utah.gov/telehealth/>

Utah Medical Association
Telehealth Resources

https://utahmed.org/WCM/COVID-19/Telehealth_and_Other_Info/wcm/ContentAreas/Landing_Pages/COVID/Telehealth_and_Other_COVID-19_Info.aspx?h-key=41b85f80-a9d6-4123-853a-252c6317ae71

Notify patients of plans to reopen and new practice processes or procedures. Practice processes and procedures may include:



- How to schedule appointments (whether by telephone, email, patient portal, etc.) and what patients should do when they arrive,
- How to check-in for appointments (an example is checking in from the patient's car),
- Social distancing in the practice,
- Being screened for COVID-19 (for example, checking patient

temperature before allowing them to enter the office),

- If the practice will require patients to wear masks,
- If staff will wear masks,
- Locations of hand sanitizer in the practice, such as by the entrance and exit,
- Whether the practice will limit the number of people physically present in the office.

American Academy of Family Physicians Considerations for Re-opening Your Practice

https://www.aafp.org/dam/AAFP/documents/practice_management/COVID-19/resuming-care.pdf

American Academy of Family Physicians Checklist to Prepare Physician Offices for COVID-19

https://www.aafp.org/dam/AAFP/documents/patient_care/public_health/COVID-19-office-prep-checklist.pdf

A Mask for Every Utahn
COVID-19 Mask Order Form

<https://coronavirus.utah.gov/mask/>

Healthy Together Beta App for Utahns

<https://coronavirus.utah.gov/healthy-together-app/>

Obtain patient's informed consent for elective or non-essential surgeries during the COVID-19 pandemic and address COVID-19's potential effects on surgery.

American Society of Plastic Surgeons example consent form

<https://www.plasticsurgery.org/documents/medical-professionals/COVID19-Informed-Consent.pdf>

University of Chicago
Department of Surgery's Unknown Unknowns: Surgical Consent During the COVID-19 Pandemic

<https://journals.lww.com/annalsofsurgery/Documents/Unknown%20unknowns%20.pdf>

Medical Professional Liability Association Special Consent Form for an Elective Surgery or Procedure During the COVID-19 Pandemic

Insured physicians and practices may call or email Risk Management Service's Hotline at 602.808.2137 or rm_info@mica-insurance.com