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SERVICES

Considerations for Returning to Healthcare Offices

Healthcare offices are faced with unique challenges when planning to re-open for patient visits. Transwestern's Back to the Workplace Taskforce and Healthcare Services team have put together best practices for your consideration while you work to open for business.

Patient Engagement

Below are steps to keep in mind when engaging with patients upon re-opening:

1. Set the tone, doctors and staff should wear gloves and masks.
2. Remind patients to bring and wear their own masks and offer complimentary PPE inside your office's entry.
3. Handle all new patient forms, scheduling, billing and insurance processing by phone or on-line before the visit.
4. Provide your office's contact information and ask patients to alert your reception staff upon their arrival at the building.
5. Communicate any delays ahead of time to avoid long waits in vehicles or waiting rooms.
6. Ask patients to remain in their vehicles until their exam room is available and ask them to proceed directly to their assigned room.
7. Do not allow patients to bring any additional people with them, unless they require a guardian or assistance.
8. Encourage the elderly (and other patients as appropriate) to use Teledoc to reduce risk.
9. Consider staggering appointment times to limit the number of patients in the office and waiting room.



The Building

Engaging with Property Management

Begin by engaging with your property manager for building-specific guidance related to COVID-19. Many buildings that house healthcare offices already follow strict air handling and janitorial protocols, and may have enhanced these efforts and other operations.

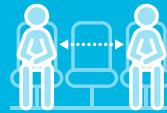
Visitor Access

Building updates may allow for more touchless access along the route from the building's entry to your office. For example, opening stairwells to alleviate the use of elevators, installing touchless entry systems and handling visitor reception digitally.



Additional Waiting Room

Existing vacancy within the building may be available for short term use as additional waiting room capacity. This is particularly helpful in urban markets, where patients are traveling via mass transit or walking, and cannot wait in their vehicles.



The Office

Entry Signage

- Even with the best pre-visit communications, we recommend placing a sign on your entry door that clearly and briefly describes your office's COVID-19 related protocols and your expectations for patients.
- Signage may include the following requirements: wearing masks, thermal temperature readings, calling the office upon arrival and waiting in their vehicles, limiting family or friends at your appointment, and practicing social distancing within the office.

Doorways

- Prop the waiting room door and leave exam room doors open.
- Provide hand sanitizers next to every door.
- Install touchless entry or foot-pulls on doors into and within your office.

Social Distancing

- Temporarily remove excess chairs from the waiting room or tape off seats to allow for 6 feet of social distancing.
- Tape floors to identify social distancing ranges at reception and consider clear dividers at the front desk.

Cleaning

- You may be able to amend your lease or contract with the building's janitorial company directly for additional cleaning services.
- Consider requesting an additional day porter or having your staff to clean high touch surfaces throughout the day.



Back of House

- Consider removing chairs from break rooms and staggering lunch breaks to allow for social distancing of staff.
- If possible, consider allowing scheduling and insurance processing staff to work from home.

