



## **COVID-19 PREPAREDNESS AND RESPONSE PLAN**

### **INTRODUCTION**

MyCare Health Center takes the health and safety of our employees extremely seriously. With the spread of COVID-19 and the need for certain employees to continue in-person work, we are committed to reducing the risk of exposure to COVID-19 on the job and to promoting healthy and safe workplace practices for all employees.

This plan was created with guidance from the Centers for Disease Control (CDC) and Occupational Safety and Health Administration (OSHA) at the time of its development. It is subject to change based on further information provided by the CDC, OSHA, and other public officials.

### **CLINICAL OPERATIONS OVERVIEW**

#### **Responsibilities of supervisors and managers**

All managers and supervisors must be familiar with this plan and be ready to answer questions from employees. Managers and supervisors will set a good example by following this plan at all times. This involves practicing good personal hygiene and jobsite safety practices to prevent the spread of the virus. Managers and supervisors will encourage this same behavior from all employees.

#### **Responsibilities of employees**

In order to minimize the spread of COVID-19 at our worksite(s), everyone must play their part. As set forth below, MyCare Health Center has instituted various housekeeping, social distancing, and other best practices within the organization to minimize exposure to COVID-19 and prevent its spread in the workplace. All employees must follow these best practices at all times for them to be effective. Beyond these best practices, we require employees to report immediately to their managers or supervisors if they are experiencing signs or symptoms of COVID-19, as described below. If employees have a specific question about this plan or COVID-19, they should ask their manager or supervisor or contact the Director of Quality and Compliance.

We have identified the following potential sources of possible spread COVID-19 in the workplace:

- The general public
- Customers/clients/patients
- Co-workers
- Vendors/visitors

#### **Worker Exposure Classification**

Employees' "worker exposure" is classified by the Occupational Safety and Health Administration's guidance. This classification varies across positions and locations within our facilities. All MyCare positions



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are listed in **Appendix A**. The appendix also includes the exposure classification for each position and the determined safeguards and/or PPE protocol.

MyCare Health Center provides various exposure controls in addition to robust prevention efforts including appropriate personal protective equipment and complying with all infectious disease requirements for healthcare facilities.

### Occupational Risk Pyramid for COVID-19

#### Very high exposure risk

Jobs with a high potential for exposure to known or suspected sources of COVID-19 during specific medical or laboratory procedures. Workers include:

- Healthcare workers performing aerosol-generating procedures on or collecting/handling specimens from potentially infectious patients or people known to have, or suspected of having, COVID-19.

#### High exposure risk

Jobs with a high potential for exposure to known or suspected sources of COVID-19. Workers in this category include:

- Healthcare delivery, healthcare support, and medical transport workers exposed to known or suspected COVID-19 patients or bodies of people known to have, or suspected of having, COVID-19.

#### Medium exposure risk

Jobs that require frequent/close contact with people who may be infected, but who are not known or suspected patients. Workers in this category include:

- Those who may have contact with the general public (e.g., schools, high-population-density work environments, some high-volume retail settings), including individuals returning from locations with widespread COVID-19 transmission.

#### Lower exposure risk (caution)

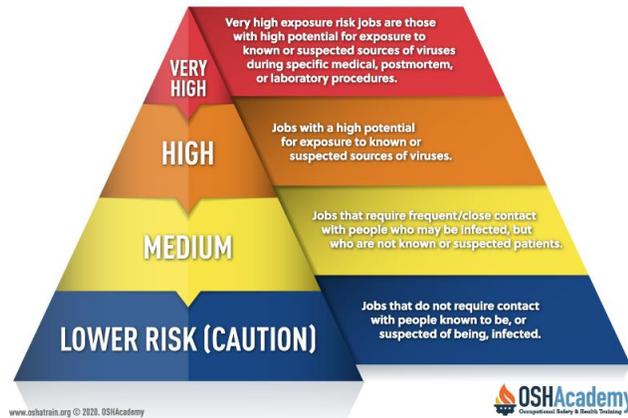
Jobs that do not require contact with people known to be, or suspected of being, infected.

- Workers in this category have minimal occupational contact with the public and other coworkers.



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### OCCUPATIONAL RISK PYRAMID



#### Engineering controls

MyCare Health Center has implemented feasible engineering controls to prevent employee exposure to SARS-CoV-2. Engineering controls involve isolating employees from work-related hazards. In workplaces where they are appropriate, these types of controls reduce exposure to hazards without relying on worker behavior and can be the most cost-effective solution to implement.

The Director of Quality and Compliance, with guidance from the Chief Medical Officer and Infection Control Specialist, will be responsible for seeing that the correct engineering controls are chosen, installed, and maintained and serviced for effectiveness as often as required.

Engineering controls for SARS-CoV-2 include:

- Installing physical barriers, such as clear plastic sneeze guards

#### Administrative Controls

Administrative controls are workplace policies, procedures, and practices that minimize or eliminate employee exposure to the hazard. The Director of Quality and Compliance, Director of Operations, and Practice Managers will be responsible for seeing that the correct administrative controls are chosen, implemented, and maintain effectiveness in order to minimize or eliminate employee exposure to SARS-CoV-2.

Employees who are able to perform their essential duties remotely may be permitted to work from home in accordance with approved telework arrangements.



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Only critical infrastructure workers performing necessary work are directed to report on-site. For such workers, MyCare Health Center abides by the recommended social distancing and other safety measures and establishes the following:

- Large gatherings are minimized whenever possible; staff meetings are postponed, cancelled or held virtually;
- Employees are encouraged to maintain physical distance even when on break, as well as before and after working hours;
- Employees are required to maintain physical distance when reporting to work, clocking in, leaving work, and clocking out;
- MyCare Health Center may utilize flexible work hours, wherever possible, to limit the number of employees simultaneously working on-site;
- The clinical areas have been modified to allow for additional physical space between parties; and
- Non-essential travel is postponed or cancelled.
- MyCare Health Center provides employees with, at a minimum, non-medical grade face coverings although medical grade is preferred if available.

In addition, MyCare Health Center is instituting the following cleanliness measures:

- Where possible, increasing ventilation rates and circulation throughout work sites;
- Performing routine environmental cleaning and disinfection, especially of common areas and high touch points;
- Where available, providing hand sanitizer in high-traffic areas.
- Facemasks will be provided to patients and visitors who do not already present to the office with a face covering.

**Employees are expected to minimize COVID-19 exposure by:**

- Cleaning work stations at the beginning and end of each shift;
- Avoiding, when possible, the use of other employees' phones, desks, offices, or other work tools and equipment;
- Frequently washing hands with soap and water for at least 20 seconds;
- Utilizing hand sanitizer when soap and water are unavailable;
- Avoiding touching their faces with unwashed hands;
- Avoiding handshakes or other physical contact;
- Avoiding close contact with sick people;
- Practicing respiratory etiquette, including covering coughs and sneezes;
- Immediately reporting unsafe or unsanitary conditions on MyCare Health Center premises;
- Complying with MyCare Health Center's daily screening processes;
- Seeking medical attention and/or following medical advice if experiencing COVID-19 symptoms; and
- Complying with self-isolation or quarantine orders.



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### **Patient Screening**

- Phone screenings are completed for all in office appointments. Phone screenings are completed at the time the appointment is scheduled, when the appointment is confirmed, and when the patient arrives at the clinic.
- MyCare Health Center requests that the patient limit the number of visitors accompanying the patient to the appointment to only those people who are necessary.
- Staff will advise patients that they, and anyone accompanying them to the appointment, will be required to wear a face covering when entering the facility and will undergo screening for fever and symptoms consistent with COVID-19.

### **Front door screening**

Every person entering the facility (patient, visitor, or staff) will have their temperature taken and be screened for COVID-19 related symptoms and recent exposure history.

### **Patient Volume**

MyCare Health Center will determine the maximum number of patients who can safely receive care at the same time within our facilities. Consideration will be taken for room availability and time needed to clean and disinfect patient operatories and exam rooms. Maximum occupancy signs are posted within our clinics to ensure limited entry into the building. While MyCare Health Center will offer in-office appointments, telehealth appointments will be provided to the patient when an in-office visit is not required based on the patient's individual need and medical history.

### **Clinic Waiting Rooms**

Waiting area occupancy will be limited whenever possible to encourage social distancing. Patients who have their own transportation will wait in their vehicles for their appointment. Electronic check-in will be completed as patients/consumers call the office to inform clinical teams they are here at their appointed time. Check-in information will be provided to patients (patients) as they schedule appointments and as appointments are verbally confirmed by the clinical team.

### **High-Risk/Vulnerable Patients**

MyCare serves as a medical/dental home to a number of high-risk and/or vulnerable patients. Whenever possible, high-risk and/or vulnerable patients, including those with chronic conditions, will be offered telehealth appointments to limit in-office exposure. For those high-risk patients who require in-office appointments for lab work, childhood immunizations, etc., appointments will be offered during non-peak clinical office times. High-risk or vulnerable patients will be provided facemasks as needed upon their entry into the MyCare clinic, and they will be roomed immediately to ensure patient safety.



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### **Personal Protective Equipment (PPE)**

With guidance from MyCare's Infection Control Specialist, Medical Practice Manager, and Chief Dental Officer, MyCare Health Center will provide employees with personal protective equipment for protection from SARS-CoV-2. PPE will be provided based on the employee's exposure risk associated with their position, following the CDC and OSHA guidance applicable to the industry and types of jobs at the workplace, and in accordance with the most recent Executive Order.

All PPE will be:

- Selected based upon the hazard to the worker.
- Properly fitted and periodically refitted as applicable.
- Consistently and properly worn when required.
- Regularly inspected, maintained, and replaced, as necessary
- Properly removed, cleaned, and stored, or disposed of as applicable to avoid contamination of self, others, or the environment.

Facemasks will be worn when workers cannot consistently maintain six feet of separation from other individuals in the workplace, and workers will consider protective eyewear when workers cannot consistently maintain three feet of separation from other individuals in the workplace.

**The following type(s) of PPE have been selected for use: See Appendix A**

### **Identification and Isolation of Sick and/or Exposed Employees**

Risk and exposure determinations are made without regard to employees' protected characteristics, as defined by local, state, and federal law.

Any health-related information and documentation gathered from employees is maintained confidentially and in compliance with state and federal requirements. Specifically, medical documentation is stored separate from employees' personnel documentation.

*Please see MyCare Health Center's Employee COVID-19 Testing Policy for more information*

### **Employees with COVID-19 Related Symptoms**

Any employee with a COVID-19 diagnosis or an employee displaying symptoms consistent with COVID-19 may be asked to leave the worksite by their manager. Employees who experience any COVID-19 related symptoms must inform their supervisor prior to entering any MyCare location.



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In response to a confirmed diagnosis or display of COVID-19 symptoms, MyCare Health Center:

- Informs all employees with and near whom the diagnosed/symptomatic employee worked of a potential exposure;
- Keeps confidential the identity of the diagnosed/symptomatic employee; and
- Conducts deep cleaning of the diagnosed/symptomatic employee's workstation, as well as those common areas potentially infected by the employee.

### Daily Screenings

To prevent the spread of COVID-19 and reduce the potential risk of exposure, MyCare Health Center screens employees on a daily basis. Employees are to report the following information before entering the worksite via electronic survey:

- Fever, cough, shortness of breath, sore throat, new loss of smell or taste, and/or gastrointestinal problems including nausea, diarrhea, and vomiting
- Close contact with someone in the last 14 days diagnosed with or displaying the symptoms of COVID-19
- Employees who develop symptoms during their shift must immediately report to their supervisor and/or Human Resources.

*Please see MyCare Health Center's [Employee Temperature Screening COVID-19 Mitigation Policy](#)*

### Office disinfection when an employee is diagnosis with COVID-19

*Please see MyCare Health Center's [Disinfection of Work Space for Staff with Positive or Suspected Sars-CoV-2 Policy](#)*

### Employees' Self-Monitoring

The following employees should **not** report to work, and, upon notification to MyCare Health Center, will be removed from the regular work schedule:

- Employees who display COVID-19 symptoms, such as fever, cough, shortness of breath, sore throat, new loss of smell or taste, and/or gastrointestinal problems including nausea, diarrhea, and vomiting, whether or not accompanied by a formal COVID-19 diagnosis;
- Employees who, in the last 14 days, have had close contact with and/or live with any person having a confirmed COVID-19 diagnosis; and
- Employees who, in the last 14 days, have had close contact with and/or live with any person displaying COVID-19 symptoms, such as fever, cough, shortness of breath, sore throat, new loss of smell or taste, and/or gastrointestinal problems including nausea, diarrhea, and vomiting.

Such employees may only resume in-person work upon meeting all return-to-work requirements, defined below.



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### **Return-to-Work Requirements**

Employees who were diagnosed with COVID-19 may only return to work upon confirmation of the cessation of symptoms and contagiousness, proof of which may be acquired via the test-based strategy or the non-test-based strategy.

*Please see MyCare Health Center's Employee Return to Work for Healthcare Personnel with Confirmed or Suspected COVID-19 Policy*

### **Training**

MyCare Health Center will provide the follow training-related topics for our staff members:

- Routes by which the virus causing COVID-19 is transmitted from person to person.
- Distance that the virus can travel in the air, as well as the time it remains viable in the air and on environmental surfaces.
- Symptoms of COVID-19.
- Steps the worker must take to notify the business or operation of any symptoms of COVID-19 or a suspected or confirmed diagnosis of COVID-19.
- Measures that the facility is taking to prevent worker exposure to the virus, as described in the COVID-19 preparedness and response plan required under the most recent Executive Order.
- Rules that the worker must follow in order to prevent exposure to and spread of the virus.
- The use of personal protective equipment, including the proper steps for putting it on and taking it off.

### **COVID-19 Leadership**

One or more worksite supervisors will remain on site to implement, monitor, and report on the COVID-19 control strategies. The supervisor will remain on-site at all times when employees are present. An on-site employee may be designated to perform the supervisory role.

### **Community Partners**

MyCare Health Center will continue to work with our integrated community partners to ensure a safe environment for patients, staff and visitors. We will maintain consistent communication to coordinate changes in operations and infection control practices that might affect our integrated facilities.

### **DENTAL OPERATIONS/CONSIDERATIONS**

MyCare Dental will consult the guidelines set forth from state dental boards, state/local health departments, and governmental agencies for delivery of non-emergent care during the COVID-19 pandemic. MyCare will remain up to date on local requirements specific to the counties of service, degree of community transmission, and impact within our region.



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### Risk

The practice of dentistry involves the use of rotary dental and surgical instruments, such as hand pieces or ultrasonic scalers and air-water syringes. These instruments create a visible spray that can contain particle droplets of water, saliva, blood, microorganisms, and other debris. Surgical masks protect mucous membranes of the mouth and nose from droplet spatter, but they do not provide complete protection against inhalation of airborne infectious agents. There are currently no data available to assess the risk of SARS-CoV-2 transmission during dental practice. (CDC)

### Dental Patient Placement

For any room in which an aerosol generating procedure (AGP) is used, DHCWs (Dental Health Care Workers) must wait at least 15 minutes after the completion of dental treatment and departure of the patient to begin the room cleaning and disinfection process. Rotated use of operatories, per patient, will be implemented if an AGP is completed.

### Precautions for Aerosol Generating Procedures

- Refrain from using the air and water functions on the air-water syringe, together, at the same time.
- Patient to rinse mouth with Chlorhexidine **or** 1% hydrogen peroxide for 20 seconds immediately before exam/treatment.
  - Use 1.5 ounces.
  - If mixing down from 3% H<sub>2</sub>O<sub>2</sub>, use 0.5 oz. 3% H<sub>2</sub>O<sub>2</sub> mixed with 1 oz. distilled water.
- There is no published evidence regarding the clinical effectiveness of PPMRs to reduce SARS-CoV-2 viral loads or to prevent transmission. Although COVID-19 was not studied, PPMRs with an antimicrobial product (chlorhexidine gluconate, essential oils, povidone-iodine, or cetylpyridinium chloride) may reduce the level of oral microorganisms in aerosols and spatter generated during dental procedures.

### Dentist:

- Use of dental dam for isolation along with high-volume suction to minimize droplet spatter and aerosol in treatment procedures. \*Not all procedures are possible with use of a dental dam.
  - If rubber dam cannot be used, HVE/DryShield is indicated.
  - Always perform procedures using four– handed technique.

### Dental Hygienist:

- Use hand instrumentation versus ultrasonic instruments for periodontal debridement and scaling procedures.
- If ultrasonic instruments are necessary, HVE/DryShield is indicated.
- HVE Suction– 4 handed technique required.
- Use selective plaque and stain removal versus full-mouth coronal polishing.
- Avoid air-polishing procedures.



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### Dental Engineering Controls

#### A. Ventilation

- Portable HEPA air filtration unit will be used while the patient is actively undergoing, and immediately following, an aerosol- generating procedure.
- The use of these units will reduce particle count (including droplets) in the room and will reduce the amount of turnover time.
- Place HEPA unit within the vicinity of patient's chair, but not behind the DHCWs. The HEPA unit should not be positioned between the DHCW and the patient's mouth. Position at the foot of the patient's chair.

#### B. Patient Placement

- Any room in which an aerosol generating procedure (AGP) is used, DHCW's must wait at least 15 minutes after the completion of dental or medical treatment and departure of the patient to begin the room cleaning and disinfection process.
- Rotate use of operatories, per patient, if an AGP is done.

### Dental Department in Office Treatment Phases:

#### PHASE 1: Emergent/urgent dental treatment w/non-essential services

Emergency services, Denture cases, Delivery of Crowns, select restorative of problematic teeth with usage of rubber dam:

- Extractions or root canals of symptomatic teeth (surgical extractions can be performed with proper PPE)
- Denture adjustments
- Continuation of denture steps
- Restoration of problematic teeth with rubber dam usage
- Extraction of teeth for denture fabrication
- Extraction of all periodontal involved teeth
- Patients wearing temporary fillings/crowns
- Occlusal adjustments

#### Phase 2: Immediate Dental Treatment

- Periodic Exams
- Hygiene services – hand scale ONLY
- Extraction of non-restorable carious/periodontally involved teeth
- Treating patients in active restorative care
- Caries removal on teeth due to proximity to pulp or support for removable partial dentures
- Restorative will be prioritized based on severity
- Crown and bridge to cover endodontically treated teeth
- Expansion of dental schedule to accommodate periodic exams



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### Phase 3: Comprehensive Care

- Comprehensive dental exams
- Continual expansion of dental schedule

### Phase 4: Advanced care (Fully functioning clinic)

- Crown and bridge
- Esthetic procedures not replacing oral function, removing a disease process, etc.

\*Phases are subject to change\*

## HUMAN RESOURCES

MyCare Health Center is committed to ensuring that all employees impacted by the COVID-19 pandemic receive fair and non-discriminatory accommodations in alignment with their personal situation. There are many policies to assist with this, but all impacted employees are encouraged to reach out to their Supervisor and/or Human Resources to determine an action plan reasonable for their situation.

MyCare Health Center excuses all employee absences for medical reasons accompanied by a doctor's note for either the employee or their dependents as outlined in the *Employee Attendance and Punctuality Policy*. For COVID 19 diagnoses, no attendance occurrence will be recorded.

In addition, employees may be eligible for paid and unpaid leaves of absence. Employees may be permitted to utilize available paid-time off provided under the MyCare Health Center's *Paid Time Off Policy* concurrently with, or, to supplement any approved leave.

### **FFCRA**

As a health care provider, MyCare Health Center has chosen to exempt all employees from the two different types of paid leave under the Families First Coronavirus Response Act ("FFCRA").

MyCare Health Center has established the *COVID-19 Diagnosis Paid Sick Leave Policy* to provide paid time to employees at their full rate of pay for the entirety of their recovery from any COVID-19 Diagnosis. Additionally, employees are eligible for up to 80 hours of pay at their full rate of pay to care for a dependent who has been diagnosed with COVID-19. Symptomatic employees being monitored under the *Employee Return to Work for Healthcare Personnel with Confirmed or Suspected COVID-19 Policy* will be returned to work as soon as it is safe to do so within the guidelines of the policy. Paid Time Off or Unpaid Time Off may be utilized for this monitoring period.

Employees experiencing any hardship may request a leave of absence under MyCare Health Center's *Other Leaves of Absence Policy*. MyCare encourages all employees to consult with Human Resources and their



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Supervisor should they have difficulty maintaining their normal work schedule for any reason, including childcare issues due to prolonged school closures. MyCare is committed to working with employees to find a solution that works within each unique situation. Options of accommodation may include a temporary or permanent switch to part-time work status, an altered work schedule, and/or temporary leave of absence.

### **Executive Order 2020-36**

Employees who require leave beyond the EPSLA because of their own COVID-19 diagnosis/symptoms, or because they have had close contact or live with an individual with a COVID-19 diagnosis/symptoms, may be eligible for unpaid leave under Executive Order 2020-36 until permitted thereunder to return to work.

### **Unemployment Compensation Benefits**

Under Executive Order 2020-57, and the federal CARES Act, unemployment compensation benefits are expanded in terms of eligibility, amount, and duration.

Employees who are unable to report to work for reasons related to COVID-19 are referred to Human Resources for information on unemployment compensation benefits. Such reasons include the following:

- Being under self-isolation or self-quarantine in response to elevated risk from COVID-19 due to being immunocompromised;
- Displaying at least one of the principal symptoms of COVID-19 (i.e., fever, atypical cough, atypical shortness of breath);
- Having close contact in the last 14 days with an individual with a confirmed COVID-19 diagnosis;
  - [FOR HEALTHCARE EMPLOYERS] Contact for the purposes of healthcare exposures is defined as: a) being within approximately 6 feet of a person with COVID-19 for a prolonged period of time without appropriate PPE; or b) having unprotected direct contact with infectious secretions or excretions of a patient;
- Needing to care for someone with a confirmed COVID-19 diagnosis; and
- Fulfilling a family care responsibility as a result of a government directive (e.g., caring for a child whose school or childcare provider is closed or otherwise unavailable due to COVID-19).

### **FMLA and ADA**

MyCare Health Center currently has fewer than 50 direct employees and thus does not fall under the requirements of the Family and Medical Leave Act. However, employees are encourage to review the *Other Leaves of Absence Policy* for any FMLA type leave they may need. This policy closely mirrors the protections available under FMLA.

MyCare Health Center is also mindful of its obligations under the Americans with Disabilities Act (“ADA”). Specifically, if an employee requests an accommodation because of a condition that may be complicated by COVID-19 (e.g., cystic fibrosis, emphysema, COPD), then MyCare engages in the interactive process to



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provide a reasonable accommodation. This may mean allowing the employee to work remotely (if reasonable) or work an alternative schedule.



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### Appendix A – Employee Risk Classifications

Job Classification	Employee Exposure category/categories Low/Medium/High	Engineering Controls	PPE/Tasks  (All staff to wear surgical mask when within 6 ft. of others)
Accountant	Low	No public contact	Face mask (e.g., surgical mask)
Administrative Assistant	Medium	Physical barriers (front glass window)	Face mask (e.g., surgical mask)
Billing Specialist	Low	No public contact	Face mask (e.g., surgical mask)
CEO	Medium	Limited Public Contact	Face mask (e.g., surgical mask)
CFO	Low	No public contact	Face mask (e.g., surgical mask)
DOO	Medium	Limited public contact	Face mask (e.g., surgical mask)
Chief Dental Officer	Very High	Portable HEPA air filtration	For direct patient care: <ul style="list-style-type: none"> <li>▪ Gloves</li> <li>▪ Gown</li> <li>▪ Eye protection</li> <li>▪ Surgical Mask</li> <li>▪ Respirator (for aerosol generating procedures)</li> </ul>
Chief Medical Officer	High	Telehealth Appointments whenever possible	For direct patient care (Exams, lab draws etc.): <ul style="list-style-type: none"> <li>▪ Gloves</li> <li>▪ Surgical Mask</li> </ul> For aerosol generating procedures (Breathing tx, spirometry, peak flow, acute URI patient, etc.) <ul style="list-style-type: none"> <li>▪ Gown</li> <li>▪ Eye protection</li> <li>▪ Respirator</li> <li>▪ Surgical Mask</li> </ul>
Community Engagement Manager	Low	No public contact Remote Position	Face mask (e.g., surgical mask)



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Dental Assistant	Very High	Portable HEPA air filtration	For direct patient care: <ul style="list-style-type: none"> <li>▪ Gloves</li> <li>▪ Gown</li> <li>▪ Eye protection</li> <li>▪ Surgical Mask</li> <li>▪ Respirator (for aerosol generating procedures)</li> </ul>
Dental Receptionist	Medium	Installation of physical barriers	Face mask (e.g., surgical mask)
Dental Practice Manager	Medium	Limited Public Contact	Face mask (e.g., surgical mask)
Director of Quality and Compliance	Medium	Limited Public Contact	Face mask (e.g., surgical mask)
COVID 19- Door Screener	High	PPE for all patient contact	For direct patient care: <ul style="list-style-type: none"> <li>▪ Gloves</li> <li>▪ Gown</li> <li>▪ Eye protection</li> <li>▪ Surgical Mask <u>and</u></li> <li>▪ Respirator</li> </ul>
Executive Administrative Assistant to the CEO	Medium	Limited Public Contact Physical barriers (front glass window)	Face mask (e.g., surgical mask)
General Dentist	Very High	Portable HEPA air filtration	For direct patient care: <ul style="list-style-type: none"> <li>▪ Gloves</li> <li>▪ Gown</li> <li>▪ Eye protection</li> <li>▪ Surgical Mask</li> <li>▪ Respirator (for aerosol generating procedures)</li> </ul>
Health Coach	Medium	Limited Public Contact Telehealth Appointment visit whenever possible	Face mask (e.g., surgical mask)
HR Generalist	Low	No public contact	Face mask (e.g., surgical mask)
MAT Program Manager	Medium	Limited Public Contact	Face mask (e.g., surgical mask)



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Medical Assistant	High	<p>Telehealth Appointment visit whenever possible</p> <p>Installation of physical barriers wherever possible.</p>	<p>For direct patient care (Exams, lab draws, etc.):</p> <ul style="list-style-type: none"> <li>▪ Gloves</li> <li>▪ Surgical Mask</li> </ul> <p>For aerosol generating procedures (Breathing tx, spirometry, peek flow, acute URI patient, etc.)</p> <ul style="list-style-type: none"> <li>▪ Gown</li> <li>▪ Eye protection</li> <li>▪ Respirator</li> </ul>
Medical Practice Manager	Medium	Limited Public Contact	Face mask (e.g., surgical mask)
Medical Receptionist	Medium	<p>Telehealth Appointment visit whenever possible</p> <p>Installation of physical barriers</p>	Face mask (e.g., surgical mask)
Nurse Case Manager	High	Telehealth Appointments whenever possible	<p>For direct patient care (Exams, lab draws, etc.):</p> <ul style="list-style-type: none"> <li>▪ Gloves</li> <li>▪ Surgical Mask</li> </ul> <p>For aerosol generating procedures (Breathing tx, spirometry, peek flow, acute URI patient etc.)</p> <ul style="list-style-type: none"> <li>▪ Gown</li> <li>▪ Eye protection</li> <li>▪ Respirator</li> </ul>
Nurse Practitioner	High	Telehealth Appointments whenever possible	<p>For direct patient care (Exams, lab draws, etc.):</p> <ul style="list-style-type: none"> <li>▪ Gloves</li> <li>▪ Surgical Mask</li> </ul> <p>For aerosol generating procedures (Breathing tx, spirometry, peek flow, acute URI patient, etc.)</p> <ul style="list-style-type: none"> <li>▪ Gown</li> <li>▪ Eye protection</li> <li>▪ Respirator</li> </ul>
Patient Transporter	High	TBD (MyCare transportation services not offered at this time)	TBD



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Peer Recovery Coach	Medium	Telehealth Appointment/phone visits only at this time	Face mask (e.g., surgical mask)
Physician	High	Telehealth Appointment visit whenever possible	<p>For direct patient care (Exams, lab draws, etc.):</p> <ul style="list-style-type: none"> <li>▪ Gloves</li> <li>▪ Surgical Mask</li> </ul> <p>For aerosol generating procedures (Breathing tx, spirometry, peek flow, acute URI patient, etc.)</p> <ul style="list-style-type: none"> <li>▪ Gown</li> <li>▪ Eye protection</li> <li>▪ Respirator</li> </ul>
Physician Assistant	High	Telehealth Appointment visit whenever possible	<p>For direct patient care (Exams, lab draws etc.):</p> <ul style="list-style-type: none"> <li>▪ Gloves</li> <li>▪ Surgical Mask</li> </ul> <p>For aerosol generating procedures (Breathing tx, spirometry, peek flow, acute URI patient, etc.)</p> <ul style="list-style-type: none"> <li>▪ Gown</li> <li>▪ Eye protection</li> <li>▪ Respirator</li> </ul>
Podiatrist	High	Telehealth Appointments whenever possible	<p>For direct patient care (Exams, lab draws, etc.):</p> <ul style="list-style-type: none"> <li>▪ Gloves</li> <li>▪ Surgical Mask</li> </ul> <p>For aerosol generating procedures (Breathing tx, spirometry, etc.)</p> <ul style="list-style-type: none"> <li>▪ Gown</li> <li>▪ Eye protection</li> <li>▪ Respirator</li> </ul>



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Registered Dental Hygienist	Very High	Portable HEPA air filtration	For direct patient care: <ul style="list-style-type: none"> <li>▪ Gloves</li> <li>▪ Gown</li> <li>▪ Eye protection</li> <li>▪ Surgical Mask</li> <li>▪ Respirator (for aerosol generating procedures)</li> </ul>
Revenue Cycle Manager	Low	No public contact	Face mask (e.g., surgical mask)
Substance Use Disorder Therapist	Low	Remote Position	Face mask (e.g., surgical mask)
Wellness Coach	Medium	Telehealth Appointment visit whenever possible	Face mask (e.g., surgical mask)

\*Appendix A subject to change as positions are brought back into the office as determined by the most recent Executive Order and CDC guidance

### Plan Updates and Expiration

This plan responds to the COVID-19 outbreak. As the COVID-19 pandemic progresses, MyCare Health Center will update this plan and its corresponding processes. This plan will expire upon conclusion of its need, as determined by MyCare Health Center, and in accordance with guidance from local, state, and federal health officials.



## COVID-19 PREPAREDNESS AND RESPONSE PLAN

### References:

#### Dental Resources

CDC Guidance: <https://www.cdc.gov/coronavirus/2019-ncov/hcp/dental-settings.html>

OSHA: <https://www.osha.gov/SLTC/covid-19/dentistry.html>

OSHA Guidance for Dentistry workers and Employers:

[https://success.ada.org/~media/CPS/Files/COVID/OSHA\\_Guidance\\_For\\_Dentistry\\_Workers\\_And\\_Employers.pdf?utm\\_source=cpsorg&utm\\_medium=covid-resources-lp-safety&utm\\_content=cv-safety-osha-guidelines&utm\\_campaign=covid-19](https://success.ada.org/~media/CPS/Files/COVID/OSHA_Guidance_For_Dentistry_Workers_And_Employers.pdf?utm_source=cpsorg&utm_medium=covid-resources-lp-safety&utm_content=cv-safety-osha-guidelines&utm_campaign=covid-19)

OSAP FAQ-PPE 2015 - <https://www.osap.org/page/FAQPPE20159/FAQ---Personal-Protective-Equipment--2015.htm?page=SegmentEducators>

Summary of Infection Prevention Practices in Dental Settings:

<https://www.cdc.gov/oralhealth/infectioncontrol/pdf/safe-care2.pdf>

Donning and Doffing PPE: <https://www.youtube.com/watch?v=syh5UnC6G2k> and

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

Appendix Documents: MDA Addendum to ADA Return to Work Guidance Toolkit

<https://www.michigandental.org/Portals/pro/ProDocuments/Membership/Coronavirus/MDA%20Addendum%20to%20ADA%20Return%20to%20Work%20Interim%20Guidance%20Toolkit.pdf>

Fit tests and seal checks:

[https://success.ada.org/~media/CPS/Files/COVID/Conducting\\_Respirator\\_Fit\\_Tests\\_And\\_Seal\\_Checks.pdf?utm\\_source=cpsorg&utm\\_medium=covid-main-lp&utm\\_content=cv-n95-respirator-fit-tests-and-seal-checks&utm\\_campaign=covid-19](https://success.ada.org/~media/CPS/Files/COVID/Conducting_Respirator_Fit_Tests_And_Seal_Checks.pdf?utm_source=cpsorg&utm_medium=covid-main-lp&utm_content=cv-n95-respirator-fit-tests-and-seal-checks&utm_campaign=covid-19)

Extending the Use of N95 Masks:

[https://success.ada.org/~media/CPS/Files/COVID/ADA\\_Extending\\_Use\\_Of\\_N95\\_Masks.pdf??utm\\_source=cpsorg&utm\\_medium=updatesection&utm\\_content=cv-safety-clinical-extend-N95-masks&utm\\_campaign=covid-19](https://success.ada.org/~media/CPS/Files/COVID/ADA_Extending_Use_Of_N95_Masks.pdf??utm_source=cpsorg&utm_medium=updatesection&utm_content=cv-safety-clinical-extend-N95-masks&utm_campaign=covid-19)

Air Filtration:

[https://www.ashrae.org/file%20library/about/position%20documents/pd\\_infectiousaerosols\\_2020.pdf](https://www.ashrae.org/file%20library/about/position%20documents/pd_infectiousaerosols_2020.pdf)

Water Lines:

[https://www.crosstex.com/sites/default/files/public/dlit01507\\_rev\\_c\\_0320\\_dentapure\\_closure-re-open\\_protocols\\_1.pdf](https://www.crosstex.com/sites/default/files/public/dlit01507_rev_c_0320_dentapure_closure-re-open_protocols_1.pdf)



## COVID-19 PREPAREDNESS AND RESPONSE PLAN

### Related Polices/Documents:

- Employee COVID-19 Testing Policy
- Employee Temperature Screening COVID-19 Mitigation Policy
- Disinfection of Work Space for Staff with Positive or Suspected Sars-CoV-2 Policy
- Employee Return to Work for Healthcare Personnel with Confirmed or Suspected COVID-19 Policy
- Employee Attendance and Punctuality Policy
- Paid Time Off Policy
- COVID-19 Diagnosis Paid Sick Leave Policy
- Other Leaves of Absence Policy

Attachments: None

CEO Signature:

A handwritten signature in black ink that reads "Karen Wood".

Approver	Date
Kara Gee, DQC	6/2020
Quality Committee Review	
CEO Emergency Approved	6/12/20
Board Approved	6/17/20