

SAFE CARE DURING COVID-19

Ways McLaren Medical Group is keeping our employees and patients safe

SCREENING EVERYONE WHO ENTERS OUR FACILITIES

- McLaren is screening all patients, visitors, and our own staff for signs and symptoms of COVID-19 before they enter our facilities. Anyone experiencing symptoms will be redirected to the appropriate level of care.

SEPARATING PATIENTS WITH SYMPTOMS

- McLaren offices have established separation practices by facility. This office may designate separate waiting areas, or stagger patient appointment hours or days to minimize the possible spread of COVID-19.

SUPPORTING SOCIAL DISTANCING

- McLaren facilities are limiting seating in certain areas to create space between those waiting for care. Many McLaren offices will accommodate patients who wish to wait in their car by calling patients when their exam room is ready.

PERSONAL PROTECTION

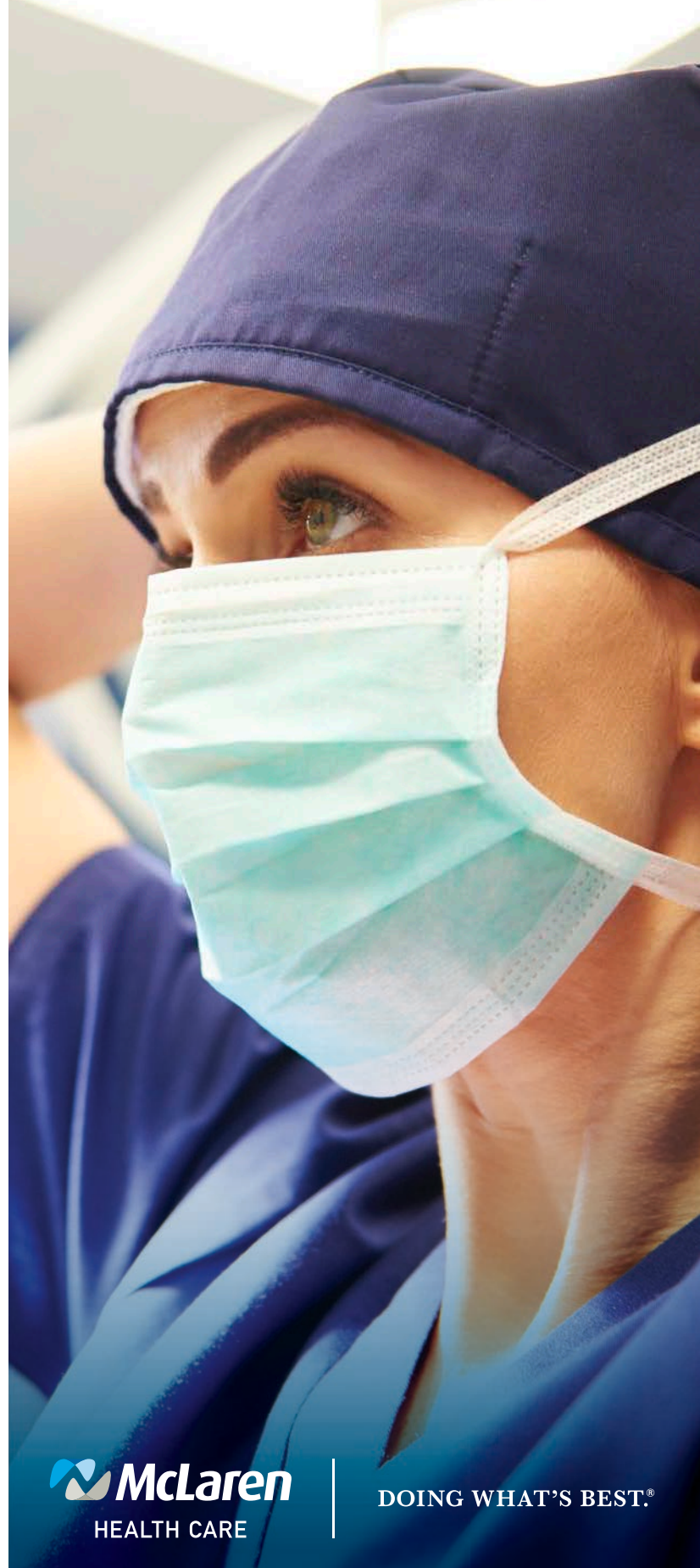
- McLaren caregivers and support staff are wearing additional protective equipment to keep patients and themselves safe when providing care. Patients and visitors are encouraged to bring their own mask to wear during their visit. Anyone arriving for a visit without a mask will be provided one.

ADDITIONAL SANITIZATION

- McLaren is adding cleaning processes throughout our facilities to enhance our already robust sanitization protocols.

EDUCATION

- Frequently updating our policies and procedures to reflect the latest information available from the CDC.



HOW TO STAY SAFE WHILE SEEKING CARE



EFFECTIVE HAND WASHING

Hand hygiene remains the single most important factor in stopping the spread of COVID-19. All McLaren facilities are equipped with hand sanitizer stations that can be used by our staff, patients, and visitors. Washing your hands vigorously with soap and warm running water for at least 20 seconds is still the safest way to clean your hands.



STAY VIGILANT

While our caregivers and support staff are trained to practice exceptional hand hygiene, we also empower our patients to ask our staff to do hand hygiene before caring for them as another layer of safety.



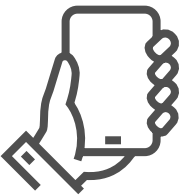
WEAR A MASK

Patients and visitors must wear a mask while in our office as an additional safety precaution. Please wear masks in public to slow the spread of COVID-19.



PRACTICE SOCIAL DISTANCING

If a patient is having an outpatient test or procedure requiring a ride home, asking the family member to wait nearby instead of entering the office minimizes the number of people in the office.



UTILIZE TECHNOLOGY

Patients are encouraged to connect with their provider using their mobile device capable of videoconferencing. Telehealth visits are a way to help McLaren partner you to keep you healthy and minimize the risk of COVID-19



ATTENTION Patients and Visitors

1. To maintain the safest environment for care, please **DO NOT ENTER** if you have any of the following symptoms:

- Fever $\geq 100.4^{\circ}\text{F}$
- Cough
- Shortness of breath
- Conjunctivitis (red eyes)
- Loss of smell/taste
- GI symptoms-diarrhea, vomiting, nausea
- Muscle pain
- Sore Throat
- Headache

If you have any of these symptoms, please go to your car and call our office (____) ____-____. A member of our staff will give direction for receiving the appropriate care.

2. Please wear a mask at all times while in our office.

Thank you for doing your part in maintaining the health and safety of our community.



CARE DURING COVID-19



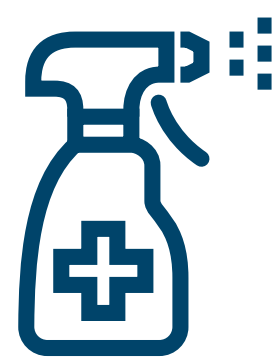
How we're keeping our employees and patients safe



Social distancing at six feet apart



Symptom screenings at entrances



Increased cleaning of frequently touched surfaces



Personal protective equipment used by frontline staff



Temporary visitor restrictions to protect patients and staff

**Please do not
use this seat
until it has been
sanitized.
Thank you.**



MEDICAL GROUP

DOING WHAT'S BEST.®

CARE DURING COVID-19

How we're keeping our employees and patients safe



PERSONAL PROTECTIVE EQUIPMENT

SUPPLY: McLaren Medical Group has centralized ordering and distribution of PPE to make sure any offices experiencing shortages have access to a larger pool of supplies.

INSTRUCTION: PPE is important as we work to take care of our patients and keep ourselves safe. Refer to the document What Should I Wear – Choosing the Right PPE.

- Masks - Per Michigan Executive Order 2020-59, masks are to be worn by all when inside. For patients and visitors who do not have a mask, we can give them one. Also, if you have cloth masks that are donated, those can be given to patients and visitors to use and keep.
- Gloves – Wear gloves when collecting respiratory specimens and when cleaning to protect your hands from the chemicals. Gloves should be worn if there is a risk of your coming into contact with patient's respiratory secretions, blood, other body fluids.
- Eye Protection – Wear eye protection that comes around the sides of the eyes to protect your eyes from respiratory secretions and to remind you to not touch your eyes until you do hand hygiene.
- Gowns – Are to be worn when you may come in contact with the patient's respiratory secretions, blood, or other body fluids. They are to be worn when collecting respiratory specimens, including strep throat, COVID-19 or influenza.

PATIENT and VISITOR USE: Masks are to be worn by all patients and visitors while in an MMG provider facility. Providers may have patient remove mask while in the exam room if needed for medical evaluation or care. Homemade cloth masks are acceptable for patient and visitor use.



CLEANING PROCEDURES

As more patients are seen in person and more staff return to work, work in your office to develop a process to regularly clean high-touch surfaces, check-in and check-out areas and the waiting room.

1. ALL patient exam rooms are to be cleaned after use. This includes if a provider uses a room for a telehealth visit or a staff member takes a break in the room.
2. Work with McLaren Real Estate or your contracted cleaning company to clean the office daily. Discuss the importance of cleaning the identified high-touch surfaces. These include but are not limited to – keyboards, countertops, cabinet and draw handles, refrigerator handles, doorknobs, etc.
3. Work within your practice to establish a process for wiping down the waiting room, e.g., chair arms, doorknobs, on a routine basis. The frequency of cleaning may depend on the patients coming into the waiting room and the prevalence of coronavirus in your community.



PHYSICAL DISTANCING

McLaren Medical Group supports safe distancing for our employees. To ensure employees are able to perform their tasks while maintaining a 6-foot distance from coworkers, temporary changes to workspace and/or work practices may occur. We sincerely appreciate your understanding as we find ways to enact new practices in traditional workspaces. If you are concerned that your work conditions do not meet the 6-foot distancing guidelines, or spot operational inefficiencies with your temporary location and practices, please suggest a possible solution to your operations supervisor or manager. Although every request may not be possible, we value your insight and willingness to improve.

Maintaining a safe distance should also be followed when possible with patients. Reception and waiting areas will have limited seating. Many McLaren offices will accommodate patients who wish to wait in their car by calling patients when their exam room is ready.



STAY POSITIVE

Maintaining a safe environment for you, your coworkers, and our patients is a top priority right now. Please remember to think about the others' comfort level as well. Be mindful that everyone in the office is experiencing discomfort at some level. A few kind words may give someone a much-needed lift to their day. Take the time to reassure patients that they are in good hands and you are glad they are here!