A custom approach to reinvigorating your lobby, reception and common areas
Prepare your buildings, space and people to provide the best patient care

- Conduct a facilities infection control risk assessment (to identify social distancing risk areas and potentially high touch items)
- Follow evidence-based guidelines for preventative maintenance, including HVAC units
- Close public restrooms or establish new usage and cleaning protocols
- Establish protocols for thorough cleaning and disinfecting prior to using spaces or facilities for patients with non-COVID-19 care needs

- Ensure clear communication to patients and communities prior to visit and upon entrance and exit
- Have separate entrances for patients and staff
- Have sanitizer stations in several areas along patient and staff pathways
- Ensure patients and staff are wearing the proper PPE, with backup plans if they are not or cannot
- Create a screening process for staff, patients and visitors coming onsite. Patient screening would occur just inside the entrance
- Account for multiple re-entry scenarios
- Establish non-COVID-19 care zones (NCCs) and entrance protocols
- Install plexiglass dividers between staff and patients at information and registration areas
- Minimize furniture, remove plants and ensure surfaces are non-porous and easily cleaned
- Keep visitor chairs separate and one designated area for patients with one companion
- Add floor markers to clearly show patient pathways and emphasis social distancing
- Incorporate rope barriers and signage to communicate to patients