

## Strategies for reducing COVID-19 risk to RAAM clinic patients and providers

During this outbreak, it is important that we take extra precautions to reduce the risk to our patients, our colleagues, and ourselves. The following suggestions for practical and procedural modifications come from the network of RAAM clinic administrators and care providers across Ontario; we recommend that you consider implementing some of them in your own clinic if possible.

- See already-connected patients over **OTN** or **telephone**.
- Perform **screening tests** at the door, and see patients who screen positive through a **protective barrier** (e.g., a mask, a window, etc.).
- Provide **masks** to all patients who do not already have one.
- Increase the **distance between seats** in the waiting room.
- Ask patients with both cell phones and cars to **wait in their cars** rather than in the waiting room, and call or text them when it is their turn to be seen.
- **Extend prescriptions** for stable patients.
- Dedicate **additional hours** to **booked appointments with walk-in patients** who cannot be seen during regular walk-in hours due to limited space and capacity.

Version date: 2020 March 20