

Keeping Patients Safe – FAQ

Question: What changes has The Polyclinic made to reduce the risk of COVID-19 infection in the clinic?

Answer: Safety is our top priority and we have comprehensive safety measures in place to prevent the spread of COVID-19 infection including:

- screening all patients while scheduling and at entry to the clinic; daily screening of all staff and providers
- mandatory masking of all patients, visitors, and staff while in the clinic
- using rigorous cleaning protocols and frequent disinfecting of all high-touch surfaces
- adapting our sites for physical distancing and rooming patients as soon as possible to limit time in the waiting room
- having ample supplies of personal protective equipment on hand to safely perform all procedures
- limiting visitors at all clinic sites

Question: The Governor's Stay at Home Order is still in place, is it okay to come into the clinic?

Answer: Yes, we are following all public health guidance on providing care in the safest way possible. That includes our continued use of telehealth to limit the number of people in our clinics, having adequate supplies of PPE to protect patients and staff, and encouraging physical distancing.

Question: I have underlying medical conditions and not sure I want to come into the clinic, are there other options?

Answer: If you are at higher risk for COVID-19 and need to schedule an appointment, a video visit may be a good option for you. Talk with your provider's office. If an in-person appointment is needed, we have many safety measures in place including mandatory masking for all patients and staff as well as reduced volume in our clinics to reduce exposure and allow for social distancing.

Question: What if I have symptoms of COVID-19? Should I come into the clinic?

Answer: Contact your primary care provider or our Nurse Triage line to discuss appropriate next steps. You may need to schedule a telehealth visit and/or schedule an appointment at our drive-through testing site at Madison Center or our Acute Respiratory Clinic at Broadway.

Question: Can The Polyclinic provide gloves and masks to patients before clinic appointments?

Answer: We provide masks to all patients at entry and require patients to wear them at all times in the clinic, especially in elevators when it's harder to maintain physical distance from others. We are not able to provide patients with gloves at this time, but offer hand sanitizer at all entries and throughout the clinic.

Question: How often staff cleaning push buttons in elevator buttons and pens in during check-in?

Answer: Our staff are disinfecting high-touch surfaces like door handles, elevator buttons, and pens multiple times a day.

Question: Can I wear my own cloth mask when I come into the clinic?

Answer: For the safety of our patients and our staff, we ask that all patients please wear the surgical mask you receive from the screener at the entrance of our building. Please wear this mask the entire time you're in our clinic. These masks are an effective way of preventing the spread of Coronavirus and help keep us all safe.