



*Texas Fertility Center*

## **TFC COVID-19 Policies**

1. All staff are to wash their hands frequently with warm water and soap for at least 20 seconds. Use hand sanitizer as needed throughout the day.
2. Signs will be posted throughout our buildings alerting patients to call us and not come in if they have any of the COVID-19 symptoms (fever, sore throat, cough, shortness of breath), have traveled, or have been in close contact with anyone known or suspected to have COVID-19. In these situations, patients will be instructed to call our office to reschedule their appointment.
3. Any team member with fever (99.4 taken on forehead or temple or 100.4 taken orally), sore throat, new cough, and/or shortness of breath may not come to work until they have medical clearance from their physician. In addition, the team member must be fever free for at least 72 hours without the use of medications such as Tylenol or any non-steroidal anti-inflammatory (Advil, Aleve, etc.) before returning to work.
4. COVID-19 self-assessment questions must be asked each time a patient and/or partner are in the office for a scheduled appointment or call by phone to schedule a future appointment.
5. Anyone entering Texas Fertility Center must wear a face mask or face covering. Staff is required to wear a mask or face covering as well.
6. If a team member is scheduling a patient by phone, it is mandatory that you ask the COVID-19 self-assessment questions. If a patient responds “yes” to any of the questions, the patient cannot be scheduled until cleared by one of our physicians. This applies to both established and new patients.
  - a. For established patients, please document in the progress notes that the screening questions have been completed and the patient responded “no” to all questions asked.
  - b. For new patients, if the patient responds “no”, proceed with scheduling, and document in the appointment notes that the patient responded “no” to all the questions asked. If the patient responds “yes”, the patient must provide documentation of clearance from their primary care physician before being scheduled.
  - c. All team members scheduling new patient appointments must be notified if a potential new patient responds “yes” to the COVID-19 self-assessment questions. New patients must not be scheduled until clearance has been provided. Once clearance has been obtained, all team members scheduling new patient appointments must be notified that it is okay to schedule an appointment for that patient.
7. When calling to confirm appointments, team members must ask the COVID-19 self-assessment questions and notate in Medical Manager appointment notes that these questions were asked. If the patient responds “yes” to any of the COVID-19 self-assessment questions, notify a clinical team member and inform the patient that, although we will contact them to confirm, their appointment may be cancelled.
8. Any outside vendor or visitor to the office must be approved ahead of time. They must be asked the COVID-19 self-assessment questions, including drug representatives wanting to schedule a lunch. The drug representative also must be questioned by a team member upon arrival. If any outside visitor or vendor responds “yes” to the COVID-19 self-assessment, they are not permitted to enter the office. Any outside approved and screened visitor must wear a mask or face covering.
9. In order to take extra precautions, we recommend that after washing your hands in the bathroom, use a paper towel to open the door, flush the toilet, and turn on/off the faucet.
10. Clean your workstations daily (including phones (receiver and keypads), mice and keyboards). Doorknobs and other surfaces should be sprayed with Lysol frequently throughout the day.
11. Before proceeding with treatment all patients must sign the COVID-19 Acknowledgement Consent