

# NEXT STEPS

A weekly, practical roadmap for getting back to business.



## PREPARING FOR TOMORROW

A resource guide to help you develop your action plan for re-opening your practice

# A Message From Our CEO



This is an unusual moment in time and in our industry. The entire team at GPN Technologies is here to support you and your practice. We hope you, your staff, and your families are doing well, staying safe, and maintaining a positive outlook during this challenging time.

We're so glad you decided to join us in these important live conversations about your next steps. It's our sincere hope that these sessions will be a valuable planning resource for you, as a professional who is thinking day-to-day about all the necessary tasks to reopen your practice.

**C. Edward Buffington**

CEO & PRESIDENT

## WHAT YOU CAN EXPECT FROM EYETHRIVE BY GPN

1

### PROFESSIONALISM

As an industry leader, we're working to bring you skilled speakers and meaningful content through our eyeTHRIVE community.

2

### RELEVANCE

We do the research so you don't have to! Our goal is to provide you with worthwhile education that helps you elevate your practice performance.

3

### TRUSTWORTHINESS

Our community is dependable. We promise to share content that is up-to-date, in-demand, helpful, and factual.

# 5 Critical Focus Areas

Actionable steps for equipping  
your office to re-open.

01

## PREPARE YOUR OFFICE

Prepare for patients by implementing appropriate methods to protect your patients and staff.

02

## RECONNECT WITH YOUR STAFF

Provide effective reassurance and emotional security for your team during working hours.

03

## COMMUNICATE WITH YOUR PATIENTS

Develop and implement an effective, multi-channel communication stream to let patients know how you're protecting their health and safety in your practice.

04

## DEVELOP YOUR SANITIZATION PROTOCOL

Create an effective, manageable protocol for cleanliness and sanitation, both between patient appointments and at the end of the day.

05

## PRIORITIZE YOUR SCHEDULE

Modify your schedule to allow for new treatment modalities, including followup calls and telehealth sessions, while still meeting the needs of emergency patients.

# Preparing Your Office

A checklist to get your office ready to re-open.

## FACILITATE SOCIAL DISTANCING

Adequate spacing between chairs in the waiting room and in other areas where patients may congregate, like the reception area or check-in counters. Consider visual markers on the floor to indicate appropriate distances.

## PLACE SIGNAGE

Door and / or foyer signage letting people know your maximum capacity and other guidelines you have for keeping everyone safe.

## SETUP SANITIZATION STATIONS

Place hand sanitizer dispensers at the entrance of your practice and around the building to promote mindfulness and make it easier for patients and staff to keep their hands germ-free.

## UPDATE YOUR WEBSITE

Publicize any modifications to your regular hours on your website, what services you are currently providing, and how to obtain emergency services.

## SOURCE PPE

Gather necessary PPE for you, your staff and your patients.

## CONNECT WITH YOUR STAFF

Keep staff up-to-date on procedural changes, sanitation recommendations, and other important changes in protocols, duties, and expectations.

## IDENTIFY YOUR TOUCH POINTS

Be aware of touch points in your office and keep them meticulously clean. Set up a periodic routine to wipe them down regularly and designate responsibility within your staff for following through.

## SOURCE AND STOCK CLEANING SUPPLIES

Be prepared with the necessary cleaning supplies. Include “easy” options, like germicidal wipes and hand sanitizers.

## IDENTIFY SANITIZATION PROCESS

Delegate a team member to be responsible for cleanliness in each specific area of the office.

## IDENTIFY PPE AND HANDWASHING PROTOCOLS FOR DOCTORS AND STAFF IN YOUR PRACTICE

Provide training for your staff on handwashing and using PPE appropriately, so they are all aware of your requirements and able to properly and effectively use the equipment.

## DETERMINE YOUR NEW PATIENT CARE SCHEDULE

Proactively determine how you need to run your patient schedule and at what point you will return to regular office activities. Leave room to be flexible and responsive to patient needs and government guidelines.

## MODIFY YOUR APPOINTMENT SCHEDULER AND CONTACT YOUR RECALL VENDOR

Work with your recall vendor and any automated scheduling tools to reflect changes in hours, operations, or availability. Revisit these two tools regularly as your needs and plans will undoubtedly change in response to changing circumstances. Consider including language on your recall messaging that lets patients know you have thought ahead.

## REMEMBER TO SMILE AND TAKE CARE OF YOURSELF

Your wellbeing is important to your team and your business. The next few months will require strong leadership as you navigate a new and changing landscape. Your team will follow your lead, so set a good example of self-care and positive outlook.

## WHERE TO PURCHASE FACE MASKS

Get N95 masks for you and your team to ensure safety while working closely with patients.

<https://ppesupplyhouse.com/>

## WHERE TO PURCHASE SPECTACLE MOUNTED FACE SHIELDS

When working with your patients during emergency and routine exams, give yourself an added layer of protection with this spectacle mounted face shield. Fits most eyeglasses.

<https://www.rochesteroptical.com/face-shield/>

## STOP YOUR LENSES FROM MISTING WHILE WEARING A FACE MASK

You have to be able to see to do your job. Learn from the NIH what you can do to prevent your glasses from misting up while wearing your PPE.

<https://www.ncbi.nlm.nih.gov/pmc/articles/PMC3293317/>

## HOW TO DECONTAMINATE YOUR N95 MASK

N95 masks are hard to come by. Learn the CDC's recommendation for decontamination and reuse of filtering facepiece respirators.

<https://www.cdc.gov/coronavirus/2019-ncov/hcp/ppe-strategy/decontamination-reuse-respirators.html>

## WHERE TO PURCHASE HAND SANITIZATION DISPENSERS

Start the sanitization process at your front door! Purchase an automatic hand sanitizer dispenser to have patients disinfect their hands upon arrival and throughout their visit.

[www.cintas.com](http://www.cintas.com)

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## INSTALLING PLEXIGLASS

Go to your local hardware store to purchase plexiglass sheets. Bring the measurements for your reception windows to them so they can cut the plexiglass accordingly. Here you can also purchase aluminum angles, flat head screws, small screw fasteners and nuts. The aluminum angles will need to be mounted to the wall with the flat head screws. The plexiglass can be attached to the angles with the small screw fasteners and nuts.

<https://www.acehardware.com/>

## COVID-19: WHAT EMPLOYEES NEED FROM LEADERS RIGHT NOW

Your team needs a leader. Check out this article to learn how you can provide a path to move forward.

<https://www.gallup.com/workplace/297497/covid-employees-need-leaders-right.aspx>

## IN THE ERA OF COVID-19, LEADING IS A PRIVILEGE

“This era will define our leadership for years to come.” Learn how to establish clear communication with your team and put people before profits.

<https://www.prweek.com/article/1679529/era-covid-19-leading-privilege>

### COVID-19 Questionnaire

Download Now



### Emergency Services Letter

Download Now



### COVID-19 Note to Patient

Download Now



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