

DULA ORIENTAL MEDICAL CENTER SAFETY PROTOCOL

Everyone is screened for COVID-19 symptoms and risk factors as they enter our buildings.

DULA Oriental Medical Center Safety Precautions

Telehealth (Video) Appointments

To prevent the spread of covid-19 and secure the best safety of patients and practitioners, on-site visits will require telehealth consultations which include history taking, physical exams, and evaluation of treatment prognosis. The telehealth consultations prior to the onsite visits will lead to more effective and focused acupuncture treatments.

All appointments are in co-treatment manner that have **1 telehealth consultation/re-evaluation with 4 onsite acupuncture sessions** until further notice.

Patients can meet with the doctor and interns virtually using a tablet, smart phone or computer. When patients call for an appointment, the staff will explain the process and book an appointment. Clinic staff will walk patients through the process so they are prepared and comfortable with using telehealth.

Patients will be refused to enter the clinic at the screening test, if there is any symptoms of possible infection or sicknesses like Fever or chills, Cough, Shortness of breath or difficulty breathing, Fatigue, Muscle or body aches, Headache, New loss of taste or smell, Sore throat, Congestion or runny nose, Nausea or vomiting, Diarrhea, Trouble breathing, Persistent pain or pressure in the chest, New confusion, Inability to wake or stay awake, Bluish lips or face.

In-Clinic Patient Precautions

1. Restricting Visitors

DULA Oriental Medical Center restricts visitors to reduce the number of people in our facilities and, therefore, the risk of exposure between patients, visitors and staff.

2. Masks and Hand Sanitizer

All staff wear masks. It is mandatory to ensure the safety of patients, interns and employees.

A mask or face covering is required to be worn by all patients including in parking lots and while in our health care facilities. No masks No entry.

Hand sanitizer is available at each entrance and at numerous locations throughout each building. Everyone is asked to sanitize their hands when they enter the building. In addition, each member of our health care staff sanitizes their hands before and after each patient encounter.

3. Screening for COVID-19 Symptoms

All patients and employees are screened for COVID-19 symptoms. Each patient will be contacted by a clinic staff prior to an appointment to ask any symptoms. Upon arrival at the clinic, all patients will be asked about any cough, fever and other symptoms of respiratory virus infection.

4. Cleaning, Reorganization and Check-In Options

Areas such as waiting rooms, lobbies and restrooms are cleaned often with special attention to frequently touched surfaces including doorknobs, armrests and handrails.

Exam and Treatment rooms are fully cleaned and disinfected between each patient.

We have made special arrangements to support social distancing. There are markers on the floors to show where people should stand for check-in and check-out. We have closed nearly half of our treatment areas to create more space between patients, and to ensure that fewer people are in our clinics at any given time.

Prior to check-in, to further limit your exposure to others, all patients are asked to wait outside or in their vehicle for their appointments to begin.

5. All patients are safely guided by Interns and employees

DULA Oriental Medical Center has taken **a number of steps in addition** to our standard patients care procedures to ensure our facilities remain safe places for interns and employees to confidently provide treatments to patients.

1. All onsite personnel must abstain from physical contact and remain at least 6 feet apart whenever possible.
 - Figure 1: Interns open the back door located at the parking lot and let patients in. Interns ask patients to enter and wait in front of the check-in desk while maintaining social distancing, and then close the door.



2. All interns ask patients and visitors to use sanitizer for the safety. (Figure 2)

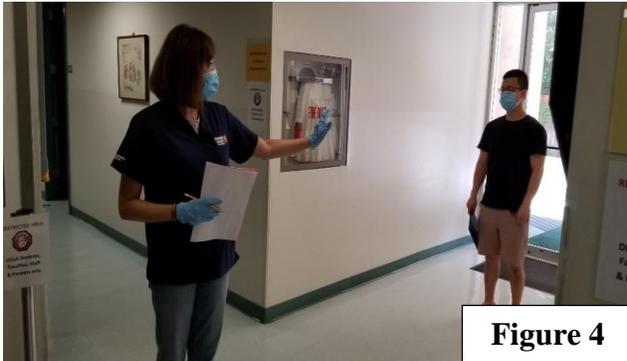


3. Screen all patients and visitors for COVID-19 symptoms.
 - Figure 3: All interns check patients' temperature and ask about any cough, fever and other symptoms of respiratory virus infection. All interns make sure all patients check the covid-19 symptom checklist and sign the treatment consent form.



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4. After screening, interns guide patient to the clinic.
 - **Figure 4:** All interns ask patients to wait a little to check if the hallway is clear to enter. (If the hallway is occupied by others, wait until they pass.)



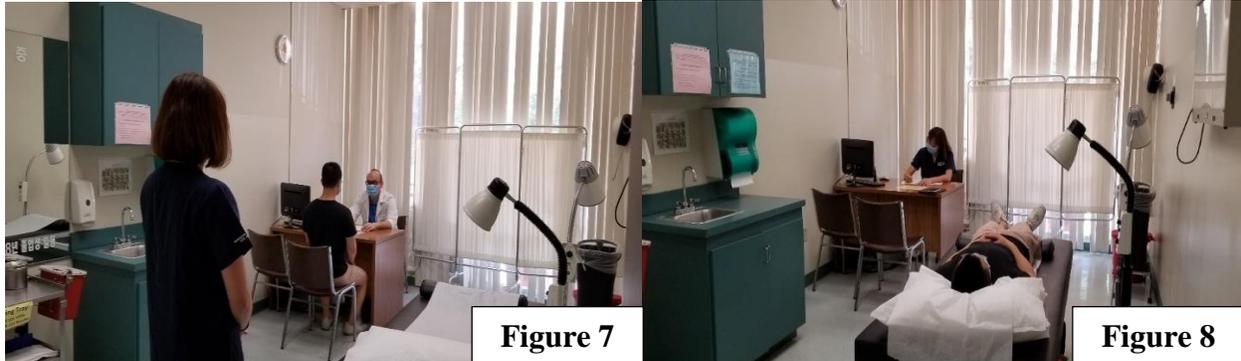
5. Masks or Face coverings are mandatory while doing patient intake. Maintain social distancing. Do not touch your face. (**Figure 5**)



6. Masks or Face coverings are mandatory while reporting the patients' information to supervisor. Maintain social distancing. Do not touch your face. (**Figure 6**)



7. During the acupuncture treatment, interns avoid physical contact as much as possible. **Tongue observation is prohibited until further notice.** (Figure 7, 8)



8. After treatment, ask patient to wait a little to check if the hallway is clear to enter. (If the hallway is occupied by others, wait until they pass.) (Figure 9)



9. Clean and disinfect between each patient. Bed sheet, Bed, Desk, Chair, Doorknob, Floor, and any necessary medical device. (Figure 10, 11, 12, 13, 14)





Figure 12



Figure 13



Figure 14

10. Wash your hands thoroughly for at least 20 seconds frequently throughout the day. (Figure 15)



Figure 15

Development of Symptoms While at the DULA Facility

If a student or employee develops a cough, fever, shortness of breath, or other symptoms identified on the Daily Self-Screening Checklist; receives notification that they have tested positive for COVID-19; or learns that they had been in close contact with an individual diagnosed with COVID-19 while at the DULA facility, then:

- Notify DULA student service coordinator or HR manager, and immediately go to the isolation room on campus.
- Contact health care provider via phone for consultation.
- Do not use public transportation. Either a) drive home, if able; or b) contact a friend/family member(s) for transportation. Remain in the isolation room until campus departure.

Interim Clinical Guidance for Management of Patients with Symptoms of COVID-19

If a patient develops a cough, fever, shortness of breath, or other symptoms identified on the Daily Self-Screening Checklist; receives notification that they have tested positive for COVID-19; or learns that they had been in close contact with an individual diagnosed with COVID-19 while at the DULA facility, then:

- The intern should let the patient stay in the treatment room and go notify the supervisor immediately.
- Follow the instructions from the supervisor.
- The patient should leave the building as soon as ready.
- The affected treatment room will be closed until the enhanced cleaning followed.