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| Plan | To continue to provide quality patient care and ensuring access to patient care for our communities while ensuring that patients and staff are protected from COVID-19 and other communicable/infectious diseases. |
| Do | **Implementation of Urgent Care Interim Guidelines in Response to COVID-19 Policy**  Patient Visits will be conducted utilizing the “Chic-Fillet” method of delivery.  Patient arrives to Site in vehicle.  Staff person directs patient to parking spot or to a line of service  Copy of Policy provide to patient to explain the provision and expectation of care – read and/or explained by Staff as needed for patient/caregiver.  Site Leader/Designee assigns vehicle to respective medical team.  Gloves/masks are always worn by all staff .  FIT Testing for N95 Mask for all employees.  Front Office – handles insurance, calling patient the day before and collect as much information as possible before patient arrives and explain patient visit routine. All patients should receive an encounter form.  Nursing/Clinical Support will collect patient vital signs and ask all pertinent questions and complete documentation.  All testing that can be safely and accurately will be performed while patient is sitting in the vehicle.  Any required services that must be performed in the building require that the patient be given a mask and escorted to prevent patient from touching any doors or surfaces. All portable equipment and/or rooms will be cleaned, per protocol, after each patient use.  Lab Services if possible, will be conducted outside, patients will be taken to designated area of parking lot for collection of specimens. Specimens that require patient privacy – the patient will have mask applied and be escorted to the building – interior doors are propped open to prevent patient touching any doors and surfaces. All surfaces will be cleaned, per protocol, after each patient.  Provider Exam, Assessment and Plan – Brief Urgent/Acute Care visits will be completed utilizing this plan. Chronic conditions will be discussed with brevity and a brief limited exam will be conducted to provide adequate and safe care to each patient. Assessment and Plan including when possible a 90-day supply of all medications.  All portable equipment and/or rooms will be cleaned, per protocol, after each patient, includes outside and inside patient services.  Front office staff will collect any information from patient at the end of the visit and schedule follow-up appointments. |
| Study | The established patient flow for each Site by the Site Leader and Staff to ensure patient access, patient care and quality visit provided  Any Survey responses utilizing COVID-19 Implementation of new Operational Guidelines/Interim Guidance. |
| Act | Collection of patient encounters daily  Implement flow of activities for patient encounter  Adapt changes as needed to process and communicate changes needed.  Share and celebrate success of participation and sharing of improvement activity  Daily Site Leader TEAM calls to discuss and resolve any issues related to the Operational Guidelines and other pertinent information/communication. |