Ohio Department of Health Director Amy Acton, M.D., MPH, strongly recommends that all healthcare providers immediately take the following actions:

- Encourage individuals to call ahead if they are symptomatic to discuss if in-person medical evaluation is needed.

- Currently, the CDC recommends the use of standard, contact, and airborne precautions with the use of eye protection by healthcare providers when caring for suspected or confirmed patients with COVID-19 in a healthcare setting.

- Decisions on which patients receive testing should be based on the local epidemiology of COVID-19, as well as the clinical course of illness.

- If a patient calls ahead/presents with mild/moderate symptoms that could be compatible with COVID-19 but does not meet the threshold for testing, consider advising the patient to:
  - a. Stay at home.
  - b. Practice hand hygiene.
  - c. Limit close contact with other people and pets (social distancing).
  - d. Do not share utensils, dishes, or drinking cups.

- Prepare for a surge in patient volume and the need to find substitutes for staff that become ill. Clearly tell staff to avoid coming to work if they are ill.

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For more information, visit: coronavirus.ohio.gov
Handoff communication is key: If a patient needs to be referred to an outpatient lab, urgent care facility, or a hospital, call ahead to alert the healthcare facility so they have time to prepare for the patient’s arrival.

Consider other methods of screening patients than in person. Encourage an initial evaluation by telehealth to determine if the patient needs to be evaluated and treated in person. Screening in cars or at-home screenings may be an effective way of minimizing exposure and triaging patients.

Consider reaching out to patients who may be a higher risk of COVID-19-related complications (e.g., elderly, those with medical co-morbidities, and potentially other persons who are at higher risk for complications from respiratory diseases, such as pregnant women).

Consider reaching out to higher risk patients to ensure adherence to current medications and therapeutic regimens, confirm they have sufficient medication refills, and provide instructions to notify their provider by phone if they become ill.

For additional information, visit coronavirus.ohio.gov.
For answers to your COVID-19 questions, call 1-833-4ASKODH (1-833-427-5634).