Our practices have faced many challenges and changes over the past few months, but through resilience and innovation, they have found a way to thrive in unprecedented times. How did they do it? Stories were collected from May 1 - June 22, 2020.

1. Transferring to Telehealth

Practices have been relying on telemedicine (both telephone and video) for all new patient interactions to minimize exposure of both staff and patients. For many, the transition has been complicated, but has proven extremely beneficial for patient care.

2. Increasing Patient Access

Practices have put in great efforts to serve patients through outreach and extending beyond care to education and wellness.

3. Increasing Use of PPE

It is also important to note the use of masks, face shields, goggles, and other forms of PPE, ensuring use of their daily practices to avoid contacting the virus and spreading it to others.

4. Maintaining Social Distancing

Practices are rethinking their clinic spaces, increasing distance between patients, ensuring high touch areas are being cleaned/prepped properly andITIVE.

5. Extra Screening Measures

Before being seen, many patients are assessed for COVID-19 symptoms and exposure in order to minimize the risk of infection. If symptoms appear, the visit is usually switched to telemedicine.

6. Adjusting Clinic Traffic Patterns

Clinic has adjusted the way that patients and staff move through the clinic, continuing to maintain proper social distancing guidelines, and to keep potentially sick patients out of the patient flow.

7. Emphasizing Staff Support & Wellbeing

This has been a very difficult time for all of our providers, working under high amounts of stress and anxiety. Practices are adjusting and maximizing their efforts to support their staff in any way necessary and minimizing the risk of burnout.

8. Making Scheduling Changes

Practices have had to adjust the way that patients are scheduled for visit and this is very labor intensive and the need for patients to be seen in person for COVID-19, as well as those patients who are displaying symptoms of the virus.

9. Other Stories

*Quotes were taken directly from survey responses but were edited for clarity.*