

THE SHEA WAY

To our valued patients, referring physicians, professional associates and visitors:

In response to the novel coronavirus disease (COVID-19) pandemic, Shea Clinic and the Shea Hearing Aid Center have developed a COVID-19 Prevention Plan. This Prevention Plan relies on a common understanding of a “multiple barrier approach” to reduce exposure and transmission of the COVID-19 virus. Simply put, people will be safer and businesses will be stronger when multiple barriers separate them from the virus.

A part of our Prevention Plan is to make the public aware of many of the steps we have taken to assist with our effort towards Covid-19 prevention. The following represents a listing of many of the steps as we continue our efforts to identify additional protocols for the safety of all employees and patients:

- A) The Shea Clinic administration has attended several online webinars in an attempt to stay abreast of the latest in “best practices” as they pertain to COVID-19. Many new polices have resulted from these lectures and the subject is continually evolving and being updated as each of us attempts to do our part in helping “flatten the curve” in these uncharted waters.
- B) The Shea Clinic has instituted mandatory COVID vaccinations for all employees.
- C) The Shea Clinic has mandated and instituted mandatory weekly COVID testing of all employees.
- D) The Shea Clinic has posted signage on the entrance doors throughout the facility waiting rooms mandating both masks and social distancing practices.
- E) The Shea Clinic has placed hand sanitizer at every single employee work station and throughout the facility’s waiting rooms.
- F) The Shea Clinic employees have been encouraged to stay at home if they are sick or showing symptoms identified and called “Covid-like illness” (CLI) until an official Covid-19 test and diagnosis is made. CLI symptoms include (a) Coughing (b) Shortness of breath or difficulty breathing (c) Fever (d) Chills (e) Repeated shaking with chills (f) Muscle pain (g) Headache (h) Sore throat and (i) New loss of taste or smell.
- G) The Shea Clinic has purchased N-95 masks for all employees.
- H) The Shea Clinic recently closed its ambulatory surgery center for 10 days and professionally sterilized the facility daily with a “fogger” and CDC approved “Pure Bright Bleach” (Sodium Hypochlorite) EPA Reg. #70271-13. According to WebMD, the coronavirus can last for up to 5 days maximum on a metal surface (and less for most all other surfaces). The facility continues to be sterilized daily each morning before opening our doors.
- I) The Shea Clinic has installed plexiglass windows at our registration and discharge areas to further minimize the potential spread of COVID-19 or other pathogens through patient-employee encounters at these and other “key” workstations such as our nursing station.

- J) The Shea Clinic has strong hand-washing policies which parallel the CDC guidelines. We have also taken additional steps with our employees to promote frequent hand washing with soap for 20 seconds to prevent spreading pathogens. The hand-washing policies have been posted on the Shea Clinic website.
- K) The Shea Clinic has trained employees on “how to wear” disposable masks. Medical masks are made to be fluid resistant, with the waterproof layer on the outside to “minimize” the amount of fluid that could transfer from the outer layers through to the inner layers as the result of a splash or a spray.
- L) All employees have been given the proper personal protective equipment (PPE) to perform their duties, including respirators and gloves. The employees have been trained on the proper utilization and maintenance of all PPE by a designated program administrator who is an RN. The Shea Clinic has placed an emphasis on encouraging employees to cover their mouth when coughing or sneezing.
- M) The Shea Clinic has minimized shared resources to the extent possible including such resources as telephones, copiers and coffee machines. All shared reading material (magazines and newspapers) have been discontinued and no longer exists in our waiting rooms.
- N) The Shea Clinic has encouraged social distancing through our removal of several chairs in our patient waiting rooms and our employee break room. Additionally, patients are given the option of waiting in their car until it is their turn to see the physician. We are texting the patients when it is their turn to be tested or see the doctor.
- O) The Shea Clinic maintains daily housekeeping practices which include routine cleaning of all areas and the disinfecting of surfaces and equipment. The cleaning solutions utilized are products recommended by the CDC guidelines which Shea Clinic keeps in its inventory.
- P) The Shea Clinic has instituted a new “No Visitor Policy” with signs posted stating visitors are currently not allowed to accompany a patient to appointments. We make an exception for pediatrics and for those patients with disabilities. We also make exceptions for our elderly patients who often are visiting us due to hearing loss and a significant other is often required to assist them through their medical visit. This policy has been posted on the Shea Clinic website.
- Q) All Shea Clinic surgery candidates must be tested for Covid within 1 week of their surgery. Patients that test positive for Covid are rescheduled at a later date with a minimum time period of being scheduled 2 weeks later.
- R) The Shea Clinic has posted our “Covid Prevention” policies and practices on the Shea Clinic website. Examples of these policies include our hand hygiene policy, our no visitor policy, our exposure control plan and information on infection control.