

# Option Care Health Infusion Suite COVID-19 FAQs



If you have a fever, cough or other signs of illness, please contact your physician before scheduling your infusion appointment. For appointments already scheduled, call the infusion center as soon as possible to discuss rescheduling options with you and your prescriber.

## 1 | Should I keep or reschedule my infusion appointment during the COVID-19 pandemic?

As always, you should not stop receiving your infusions without first consulting your physician. The purpose of an infusion schedule is to control the progression of disease. For this reason, it is important to contact your physician to discuss specific questions and determine the best plan to receive your prescribed infusion therapy during the COVID-19 pandemic.

## 2 | If my state is experiencing a shelter-in-place order, can I still go to my infusion appointment?

**Yes.** Generally, a shelter-in-place order permits individuals to leave their homes for activities essential to their health and safety or to the health and safety of their family or household members. This includes obtaining medical supplies, medication or visiting a health care professional. Individuals should comply with social distancing while engaging in essential activities. If you are sick or at a high risk of severe illness from COVID-19, it is recommended to stay home to the extent possible except as necessary to seek medical care.

*For more information about shelter-in-place, please visit your state website.*

## 3 | Is Option Care Health considered an essential business?

**Yes.** Option Care Health as a healthcare provider is generally considered an essential business. While it is ultimately up to each city or state to make these decisions, any business involved in healthcare, first responders, food production and delivery, medical supply, public utilities, communications and information technology, grocery stores, and gas stations are generally designated as an essential business that can remain open during this current outbreak.

*For more information about essential businesses, please visit your state website.*

## 4 | Is Option Care Health experiencing a shortage of nurses?

At this time, Option Care Health is not experiencing a shortage of nurses.

## 5 | What is Option Care Health doing to keep nurses safe?

Our top priority is the health and safety of all Option Care Health clinicians, employees and patients. Our infectious disease prevention plan requires our nurses and other care staff to use PPE (Personal Protective Equipment) in accordance with the CDC guidelines.

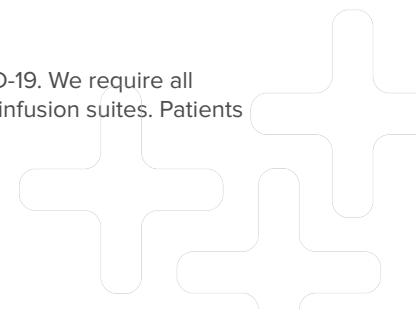
**Additionally, our team members are taking the following precautions:**

### **Social distancing**

In all Option Care Health facilities, we continue to require social distancing practices. Team members maintain a six-foot distance between themselves and others. Maintaining this distance, especially when wearing a face covering decreases the chance of spreading COVID-19.

### **Required face coverings**

The CDC indicates that face coverings are a critical tool in the fight against the spread of COVID-19. We require all employees, if medically able, to wear a face covering near other people in our pharmacies and infusion suites. Patients are also asked to wear face coverings to protect our healthcare staff.



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## Temperature check-in stations

All Option Care Health team members are required to stay home when ill, but if they present with mild symptoms or a fever, they are promptly sent home. Temperature and symptom check stations have been implemented when entering the workplace, a requirement for business in most states.

## Hand hygiene

The COVID-19 virus is spread by inhaling the spray of someone's sneeze or cough, getting it in your eyes, mouth or nose or touching something where the spray landed and by NOT washing your hands before touching your face, eyes or nose. Washing hands frequently with soap and water for at least 20 seconds is recommended to stop the spread of infection. If soap and water are not available, using an alcohol-based hand sanitizer that contains at least 60% alcohol can reduce the risk of infection. We have both soap and alcohol based hand gels available in all of our infusion suites.

## Enhanced cleaning protocols

In compliance with CDC recommendations, each facility ensures that their team members and janitorial staff are following enhanced cleaning protocols with CDC-approved disinfectants. This includes cleaning high traffic/high touch areas with a disinfectant that kills the COVID-19 virus. Team members clean their workstation surfaces twice daily. In addition, throughout the day, someone is assigned to clean light switches, refrigerator handles, door handles, coffee pots, etc.

## Patient-facing PPE

All patient-facing staff wear a procedure mask or an N-95 mask (depending on the results of the HID screening questions) and a face-shield or goggles when seeing patients. The addition of this eye protection prevents the team member from experiencing "direct exposure" and being quarantined if a patient is diagnosed with COVID-19 soon after their visit.

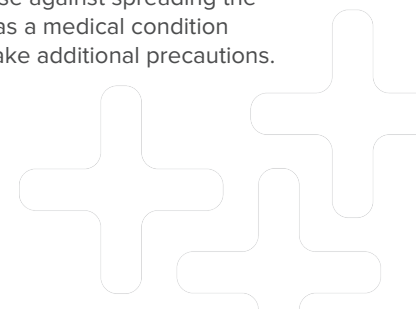
## 6 | What are you doing to protect your patients from getting COVID-19?

We want to assure you that we are taking additional measures to maintain the safety and cleanliness of our infusion suites to help protect our patients, clinicians and employees from COVID-19.

- We are pre-screening for COVID-19. We will call patients prior to the scheduled appointment to minimize chance of exposure. A secondary screening will be completed when the patient arrives at the infusion suite and this will include the visitor, if applicable.
- We are limiting visitors and restrict non-essential visitors all together to reduce facility-associated spread.
- We are extending infusion suite hours, when necessary, to allow fewer patients to be treated at one time, allowing for social distancing. Additionally, we are:
  - Staggering patient appointments when possible
  - Limiting points of entry in order to reduce foot traffic and maximize spacing
  - Scheduling patients in private rooms, if available
  - Separating patients by at least six feet, if in a shared space and utilizing curtains/dividers, where available
  - Ensuring rapid triage and room/chair assignment
  - Continuing to disinfect all patient care equipment (*i.e. blood pressure cuffs, infusion chairs, IV pumps, tables and counters*) between patient use and all frequently touched surfaces (*i.e. doorknobs, phones, check-in area pens and clipboards, faucets, etc.*)
  - Practicing infection control measures such as handwashing, respiratory hygiene/cough etiquette, droplet and standard precautions as well as use of PPE

## 7 | Do I need to wear a mask to protect myself from COVID-19?

**Yes**, we are asking that anyone entering our infusion suites wear a mask throughout the duration of their visit. If you do not have one, we will provide to you upon entry to the facility. Face coverings are our very best defense against spreading the virus, especially when social distancing measures are difficult to maintain. However, if a patient has a medical condition preventing them from wearing a face mask, please let your infusion suite nurse know so we can take additional precautions.



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## 8 | How can I take precautions to protect myself from COVID-19?

- Wash your hands frequently with soap and water for at least 20 seconds
- Maintain social distancing by keeping a six-foot distance between yourself and others
- Wear face coverings
- Cover your cough or sneeze with a tissue and immediately throw it away and wash your hands (*if a tissue is unavailable, use your bent elbow*)
- Avoid touching your eyes, nose or mouth
- Clean frequently touched surfaces in your home with a household disinfectant
- Stay home if you are sick
- Practice other good health habits – get plenty of sleep, be physically active, manage your stress, drink plenty of fluids and eat nutritious foods
- Think about how your activities outside of home will affect the health and safety of you and your loved ones

## 9 | Are there proper guidelines for wearing cloth masks should I choose to wear one?

**Yes,** The CDC provides the following information for the use of cloth face coverings to help slow the spread of COVID-19. <https://www.cdc.gov/coronavirus/2019-ncov/prevent-gettingsick/diy-cloth-face-coverings.html>

**Cloth face coverings should:**

- Fit snugly but comfortably against the side of the face
- Be secured with ties or ear loops
- Include multiple layers of fabric
- Allow for breathing without restriction
- Be able to be laundered and machine dried without damage or change to shape
- Masks are not a substitute for other more effective virus-prevention strategies, such as social distancing, frequent handwashing as well as cleaning and disinfecting frequently touched objects and surfaces.

## 10 | How do I wash my hands properly?†

1. Wet your hands with clean, running water (warm or cold), turn off the tap and apply soap.
2. Lather your hands by rubbing them together with the soap. Lather the backs of your hands, between your fingers and under your nails. Don't forget your thumbs!
3. Scrub your hands for at least 20 seconds. Need a timer? Hum the "Happy Birthday" song from beginning to end, twice.
4. Rinse your hands well under clean, running water.
5. Dry your hands using a clean towel or air dry them.

*†If soap and water aren't available, you can use an alcohol-based hand sanitizer that contains at least 60% alcohol*

*†From CDC Life is Better with Clean Hands Campaign*

## 11 | What should I do if a family member I am living with has tested positive for COVID-19 or has a pending virus test?

Contact your physician as soon as possible.

To learn how Option Care Health is managing the COVID-19 pandemic for our patients, clinicians and employees or to find an infusion suite near you, visit [optioncarehealth.com](https://optioncarehealth.com)