

Rocky Mountain Memory Center Safe Office Protocol In Response to COVID 19

RMMC Safe Office Protocol; Updated 5/4/2020

Rocky Mountain Memory Center Safe Office Protocol

Rocky Mountain Memory Center (RMMC) is mindful of our responsibility to the patients we see for neuropsychological services. As we specialize in treating adult and older adults with multiple health risk factors careful consideration was given as to how to proceed with offering access to cognitive health services with minimum degree of patient risk.

Medicare Approved Telehealth Services

- **Telehealth cognitive therapy services:** In response to COVID 19, RMMC now offers our popular MyBook cognitive rehabilitation program in the home via telehealth. A sense of purpose and direction in our day is essential to cognitive function and emotional well-being. Having a plan for your day, will help you feel more in control, prepared and relaxed. It is what we do with our time that shapes how we feel about ourselves. We can help you establish and maintain brain wellness habits to ensure you remain healthy, engaged and relaxed, even in recent times of stress and uncertainty. A balanced plan includes exercise, good nutrition, socialization, mental stimulation as well as mindfulness, meditation and good sleep hygiene.
- **Telehealth neurocognitive evaluations:** Cognitive health needs do not need to be placed on hold in these uncertain times. In response to COVID 19, RMMC now offers Medicare approved tele neuropsychological services and remote assessments. While the interview, assessment and feedback will be conducted from the safety of your home, you can expect the same exceptional diagnostic assessment and exacting differential diagnosis for cognitive disorders associated with aging and adult neurological diseases. We will work closely with your referring physician or neurologist to assess for potential medical problems that can contribute to cognitive changes and review current medications, lab work, sleep studies and brain neuroimaging for optimal interpretation of neuropsychological results. Recommendations will be forwarded onto to your doctor to speed you on your way to receiving the treatment you need.

RMMC has elected to continue all cognitive rehabilitation therapy services through Telehealth to ensure patient safety and reduce patient volume in the clinic. Although we dearly miss having our patients in the clinic, this policy allows us to ensure those wishing to receive neuropsychological services in the clinic will not encounter other patients.

During scheduled evaluations only patients and their family will be in the clinic. Staff will be limited to Dr. Lauren, office administrator and testing technician during the evaluation. Your family member is welcome to remain in the lobby during the evaluation. The clinical interview with patient and family will be conducted over telehealth as will the follow up feedback session to review neuropsychological evaluation results.

For patients entering the clinic Rocky Mountain Memory Center (RMMC) maintains Centers for Disease Control and Prevention (CDC) guidelines and regulations during the COVID-19 pandemic. Personal protective equipment (PPE), disinfection guidelines, and other protocols during the pandemic are addressed below.

Patient Regulations:

1. **Symptom checklist:** All patients will be initially screened through pre appointment paperwork *and in person* regarding exposure risks and COVID-19 symptoms. Any patient or family member with COVID-19 symptoms and/or exposure will be asked to reschedule an inpatient evaluation at another time or they may elect to proceed with a telehealth neuropsychological evaluation from the safety and comfort of their home.

2. **Social Distancing:** Patient volume in the clinic is limited to scheduled patient and family member only. No other patients will be in the clinic during scheduled evaluation.

3. **Face masks:** All patients and family must wear a face mask while in the office spaces. Cloth ones are fine. If you do not have a mask, one will be provided for you before you enter.

4. **Temperature checks and hand sanitizer:** Temperatures will be checked on every patient/family member when entering the offices of RMMC. Anyone exhibiting a temperature of 99.0 or higher will be asked to reschedule their appointment. In addition patients/family will be asked to use hand sanitizer upon entry.

Staff regulations:

1. All staff will complete a COVID 19 symptom exposure checklist upon entering the clinic.
2. All staff will have temperature checked at the start of their work day. Any staff member with a temperature of 99.0 or higher will be asked to leave work and not return until recovery criteria have been met.
3. All staff will wear face masks while in the office.
4. When not masked, social distancing of 6 feet or more will be maintained at all times.
5. Staff members in direct patient care will wear gloves when in patient contact or in contact with items patients have touched.
6. All staff are encouraged to maintain strict handwashing techniques whether wearing gloves or not. Handwashing should occur before and after patient encounters. The CDC recommends handwashing to occur no less than 10 times daily.

Waiting areas:

1. Waiting areas will be disinfected on a routine basis using approved cleaning materials.
3. All coffee and tea service will be discontinued until RMMC deems it safe for patients and staff to offer this service to patients and family.

Evaluation office:

1. The utmost care will be taken to disinfecting evaluation rooms and test equipment between each patient and always using fresh gloves for every person.

We are looking forward to working with you! With the various options available, it is our sincere belief that we can strike a balance between meeting your cognitive health care needs while ensuring for your safety.

Best Regards!

Dr. Kathleen Lauren
Clinical Director Rocky Mountains Memory Center

Screening Questions for Symptoms of COVID-19.

Patient Name: _____

Date: _____

DOB: _____

Do you have any of the following?

- Fever. Temperature of 99.0 or higher.
- Shortness of breath
- Cough
- Chills
- Repeated shaking with chills
- Muscle pain
- Headache
- Sore throat
- New loss of taste or smell
- Are you caring for someone who is ill?
- None of the above