



COVID-19 Checklist for DCs

Disclaimer: This information has not been vetted by an attorney and is provided only as a source to encourage doctors to stay current with best practices by first following national, state, and local safety orders related to staffing, office procedures and/or treating patients.

- Follow current CDC safety and prevention guidelines with staff and patients
- Follow all current state official orders and guidelines – CalChiro is there to help interpret any directives. Keep updated on all Federal orders and guidelines.
- All decisions need to be based upon public health and safety of your families, staff, patients, and community during this crisis
- Speak through your state association. CalChiro has cultivated relationships with elected officials and are likely working on many legislative and legal initiatives on behalf of you and the profession and can advise you when and how grassroots actions are useful. If you feel it is necessary to advocate to your elected officials, talk to CalChiro leaders for correct messaging first.
- Utilize CalChiro tool kits/resources to help you communicate with your patients and to stay informed as updates are released
- Avoid engaging in marketing/PR activities that may be construed as taking advantage of this crisis for your own purposes
- Make sure any claims you make are supportable and do not put you in a position of risk. False or unsupported claims made can be subject to investigation by licensing boards, and local, state or federal agencies
- Develop an office manual with procedures related to personal protection equipment (PPE) utilization, temperature scans and documentation for both your staff and patients, cleaning measures, voice mail messaging, consent forms for both patients and employees, pre-screening calls, social distancing in the office and patient flow, etc. Your state association can help you with these tools.
- Document, Document, Document!** Add elements to your documentation processes to show how you are complying with CDC COVID-19 recommendations and create a paper trail to protect your practice
- Communicate positively with your patients. Let them know all the ways they can connect with you. Utilize social media, telehealth/telemedicine if that is an option in your state, phone calls, videos, etc.
- Participate in webinars supported by CalChiro and other educational opportunities to stay informed.
- Check with your malpractice insurance provider to determine your coverage and what may be viewed as negligence based on your state's directives.
- Check in with your fellow DCs via phone, teleconference, texting – staying connected to your peers is critical at this time.
- If you observe a DC doing something that violates a directive in California, contact CalChiro and let us know the situation. This will allow us to be an information conduit to the doctor, notify them of the complaint, provide details about the state's directives, etc. Ultimately, a DC is responsible to the licensing board should they be operating outside the parameters of a state's order and subject to disciplinary measures.
- If you find that you have "down time" because of changes related to your practice, take the time to "sharpen the saw" as Steven Covey says. Reorganize your office, update employment manuals, refurbish space to update them, etc. Take advantage of the time to get some of those back-burner projects done.