

COVID-19 Workflow Planner

Bucket	Workstream	Timing	Owner	Description
Taskforce	Run Regular Taskforce Meetings to get feedback on items below	Daily	TBD Based on Organization	Agenda and run calls with taskforce team to discuss pertinent issues and get feedback
Operations	Front Desk Signage	13-Mar	Operations Lead	Printout for the front desk reinforcing patient process/procedure
	Patient Screening Checklist	13-Mar	Operations Lead	re: https://www.nature.com/articles/s41368-020-0075-9
	Practice Closure Process/Procedure	17-Mar	Operations Lead	SOP for practices to follow
	Conduct VP/Regional Trainings	13-Mar	Operations Lead	Ensure operations team leads are trained on new processes
	Business Impact Analysis	14-Mar	Finance	Analysis of business impact
Legal	Finalize Agreements	12-Mar	Legal/HR	Draft any agreements impacting team
	Review all materials distributed	Ongoing	Legal	Legal approval of all materials
Clinical Operations	SOP Infection Control Procedure Changes	12-Mar	Clinical Operations Lead	Internal/External cleaning procedures and removing magazines (Common Areas), changing masks/reinforcing normal infection control procedures
	SOP for Patients with High Temperature	12-Mar	Clinical Operations Lead	Procedure for monitoring temperatures
	Set up Folder for Coronavirus Info	12-Mar	Clinical Operations Lead	One source for Task Force to share deliverable
	Set up Tracker for Case Tracking/Practice Closures	12-Mar	Clinical Operations Lead	One location to track impacted sites
	Travel Policy	12-Mar	Operations Lead	Establish temporary travel policy
HR/Labor	Team Member FAQs	12-Mar	HR Lead	Done, included in Leadership FAQs
	PTO/Leave Policy - FAQs	12-Mar	HR Lead	Done, included in Leadership FAQs
	Doctor Compensation	17-Mar	HR Lead	Doctors do not have PTO needed
	Hiring Discretion	12-Mar	HR Lead	Process to review, active recruitment with discretion and visibility in hiring
Purchasing	Proactive Order of Infection Control Supplies	ASAP	Purchasing Lead	Submit order with suppliers for key infection control items (masks, tray covers, etc.)
	Order Thermometers for every Site	ASAP	Purchasing Lead	Order Thermometers as needed to screen patients for elevated temperatures
	Teledentistry/Remote office visits	17-Mar	Purchasing Lead	Explore platforms to offer virtual visits instead of in-person; minimal IT lift expected. Essentially patients sent link via text to download application
Marketing	Set up internal site for Coronavirus Communication	12-Mar	Marketing Lead	Information hub for all internal team members to receive latest COVID-19 updates
	Patient Communication	12-Mar	Marketing Lead	Develop message to patients explaining current state of affairs
	Practice Closure Communication: Door signage and E-Mail	12-Mar	Marketing Lead	Communication to all impacted parties
IT	Support Marketing to set up Internal Landing Page	12-Mar	IT Lead	Facilitate internal webpage
	Patient List for Patient E-mail	13-Mar	IT Lead	Execute email distribution to all patients

DISCLAIMER: This form is provided for informational purposes only and does not constitute regulatory or legal advice.