Preparing Your Office for Re-Opening – Ambulatory Infection Control Checklist

Infection control procedures are critical to minimize the risk of COVID-19 transmission. Your practice will need to implement infection control procedures to reduce risk of transmission from known or suspected COVID patients as well as asymptomatic or pre-symptomatic carriers. The following checklist is designed to help your practice reduce risk and help ensure the safety of your patients, clinical, and office staff.

Prepare Your Office

☑ Physically distance chairs in the waiting room (minimum of six feet apart) or close waiting room and repurpose the space
☑ Place physical barriers (e.g., plexiglass shields) between patients and front-desk staff
☑ Hang posters or signs with COVID-19 safety instructions (e.g., safe hand washing, how to put on a mask, cough etiquette, etc.)
☑ Remove all reading materials (e.g., magazines) from the waiting room
☑ Provide supplies throughout the office (e.g., tissues, alcohol-based hand sanitizer, soap at sinks, and trash cans)
☑ Create separate, non-COVID care zones to reduce risk of COVID-19 exposure and transmission
☑ Clean frequently used surfaces and equipment in-between patient visits with approved disinfectants for use against COVID-19

Prepare Your Staff

☑ Require all staff wear personal protective equipment (PPE) (e.g., surgical facemasks or N95 respirator masks for aerosolizing procedures such as nebulizer administration)
☑ Implement a strategy to optimize use of PPE following CDC guidance for extended use and reuse of PPE
☑ Screen staff daily with temperature and symptom checks prior to each office session
☑ Instruct staff not to come into the office if they have symptoms consistent with COVID infection
☑ Require staff be trained on respiratory and hand hygiene, the proper techniques for using alcohol-based hand sanitizers and washing hands with soap and water
☑ Require staff to be trained on indications for and proper donning and doffing of PPE

Prepare Your Patients

☑ Place signs outside of your office asking patients to call before coming inside if they have symptoms of fever, cough, or shortness of breath
☑ Patients should be instructed to wear their own mask (practice should provide masks for patients if they do not have them)
☑ Minimize visitors accompanying patients to save PPE and reduce infection risk
☑ Reassure your patients that you and your staff are doing everything you can to protect them


Updated as of 5/7/2020. These recommendations are a component of the ACP COVID Recovery Project. More resources are available in the Primary Care Reopening and Recovery section of ACP's COVID-19 Physician's Guide.