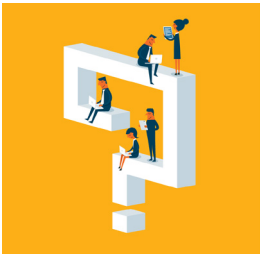# Post-Quarantine 15: Essential Questions to Guide Your Re-opening Strategy

The COVID-19 office closures may have taken you by surprise, but the adaptive re-opening of your office shouldn't! Depending on your location, patients may return to your office in just a few weeks. With some thoughtful planning, you can emerge strong from the quarantine. Fortune favors the prepared!

Here are 15 questions to inspire your planning.

1. If you maintain multiple locations, which will re-open?

2. Will you offer every service right out of the gate or a will you be working with a reduced menu?

3. How do you adapt scheduling to minimize patient overlap?

4. What hours of operation will you advertise to the public? Are multiple shifts or extended hours appropriate for your office?

5. What staffing levels can you safely support during social-distance-adapted operations?

6. What services cancelled during the shutdown do you need to restore? What equipment taken from the office needs to be returned?

7. How will you triage re-scheduling appointments previously on the books?

8. What accommodations will you make for patients unable to re-book appointments?

9. Are you sufficiently stocked with supplies and PPE?

10. What new protocols are required to minimize infection?

11. Will you screen patients and employees for fever or symptoms before entering your facility? Will you restrict guests during appointments?

12. How will you rearrange your physical space to enforce social distancing?

13. What adaptive receiving practices will you use? Will you have patients wait in their cars until their provider and room are ready?

14. Do you need new tools or technology to support your adapted mode of operations?

15. How will you communicate about your adaptive operations to patients and referring partners, online and off?

If planning for the return to practice isn't something you want to do alone, alert your Account Executive at Etna Interactive. We'll refer you to a trusted partner who can guide you.

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