

# Best Practices for Conducting On-Site Visits

For visits that must continue to occur at the site due to complex assessments with specialized equipment and physician-administered treatment, we have developed a thorough set of best practices that provide guidance to sites to ensure visits are conducted in the safest manner possible to protect site staff and patients.



## Best Practices Reminders

1. Give your patients the option to avoid the waiting room experience by giving them the option to wait in their car in the parking lot and receive a text when it is time to enter the site for the study visit to commence.

2. Only use a waiting room if it is possible to ensure social distancing procedures at all times. Position all chairs no less than six feet apart and remove any extra chairs. Limit the number of patients in the waiting room by bringing patients right to exam rooms upon arrival.



3. Remove items from the waiting room, such as magazines and children's toys.

4. All site staff should wear face masks and gloves and change gloves between seeing patients (if there is supply in your area) and wash and disinfect hands often.



5. Shorten patient visits by having lab equipment and/or doses ready before the patient's arrival. Keep Principal Investigators (PIs) on a strict schedule so there are no overages that will contribute to waiting time.

6. Keep doors coming into your office open to limit the number of surfaces patients will touch and ask them to use their own pens to sign in.



**7.** Post signs throughout your office that convey your site's cleaning and sterilization policies that are currently in effect. For example, all waiting area furniture and countertops are sterilized in between patient appointments and in total three times each day. (Site name) staff must wear gloves and masks with each patient. We work hard to ensure our office is safe and clean.



**8.** If you are aware of high-risk patients, designate a separate entrance for your building, and if possible, for your office. Ensure patients are aware if they are exhibiting any of the "person under investigation" (PUI) evaluation criteria (e.g., presenting symptoms, recent contacts, and/or travel history) to immediately notify facility personnel via telephone for instructions on accessing care. Include information on the practice website regarding new office policies for appointments, telephone assessment/telemedicine, and visitors.

**9.** If a patient is only coming to your office for medication, offer a curbside medication pickup whereby patients can call ahead and site staff will be available outside the site building.



**10.** If possible, site staff can also arrange to deliver medication to patients' homes or the site can provide a courier service to collect the medication from site staff outside the building and deliver it to the patient's home. To minimize contact, the driver should knock on the door, leave the medication at the doorstep and wait in the vehicle until the patient safely collects the package.

**11.** Let patients know that only one caregiver or guardian will be able to accompany them during their visit, if they cannot come alone.



**12.** Provide patients with gloves and masks to wear during visits.

**13.** Have hand sanitizer at the front desk, in the waiting room and in all exam rooms. Offer hand sanitizer and disinfectant wipes to all patients.



***We're in this together!*** By following these best practices, we can help ensure that patients and site staff remain safe and healthy, while ensuring our clients' important clinical studies remain uninterrupted.