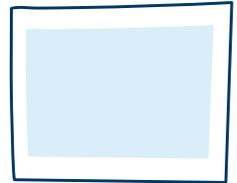


# Reopening your office.

A quick guide to welcoming  
back staff, reopening to patients,  
and most importantly, keeping  
everyone safe.



# There's no playbook for this. But Highmark is here to help.

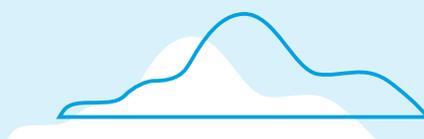
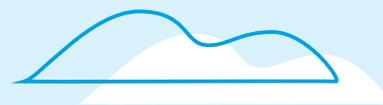
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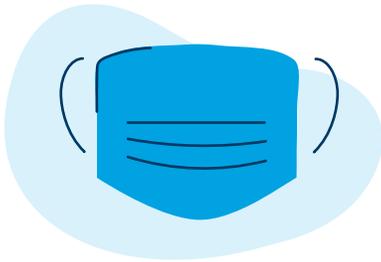
As we all start to transition to our new normal, there's one thing we know for certain: safety is the number-one priority.

Coronavirus will not go away overnight, and the steps we take now — the steps that you take within your own practice — will help keep your staff and patients safe.

We understand that no two practices are alike, and that laws and regulations vary by state, or even city. However, Highmark wants to do our part in helping you get back to business as usual — or as usual as it can be. Take a look at this guide to get started.

If you have any questions, call your Highmark Provider Account Liaison or visit [Highmark's Provider Resource Center](#) for additional resources.



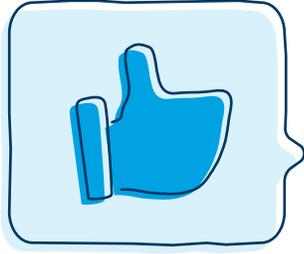


## A reminder of the basics.

Highmark doesn't make the rules, and these tips are not a substitute for official guidance. We're just trying to lend a hand. Use the following tips solely as a guide and check with your local and state governments to understand any specific workplace regulations.

### Putting safety first:

- Before you officially reopen, do a thorough, enhanced cleaning of your space.
- Educate your staff on following the Centers for Disease Control and Prevention's (CDC) recommendations — handwashing, social distancing, and wearing a mask.
- Give out face coverings to all staff and patients or encourage them to make their own at home.
- Provide additional handwashing opportunities by installing hand sanitizer pumps or introducing handwashing breaks.
- Implement new health protocols — like temperature checks at the door or daily surveys to see how people are feeling.
- Reconfigure your practice and create flexible schedules to increase the distance between staff and your patients.
- Have a plan in place if an employee starts to show Coronavirus symptoms.
- Prohibit all non-essential visitors.



## Above all else, keep communicating.

Make sure your staff and patients know about office changes and resources available to them. And of course, know that Highmark is always available for any of your concerns.

Keep in mind — this will be a marathon, not a sprint. Do your best to be flexible, stay up-to-date on new government or industry mandates, and allow everyone some breathing room to get used to our “new normal.”

Things may feel like they’re changing daily, but together, we will get through this. Be calm. Be safe. Highmark can help.

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