

Protecting the health and well-being of our patients

Catapult Health has been committed since day 1 to protecting the health and wellbeing of our patients. All Catapult Team Members are involved in continual training related to patient safety. Our Clinic Staff Coaches oversee our Quality Control efforts, including on-site audits. In addition, our clinical team includes a Certified Infection Preventionist whose primary focus is to ensure that practices are in place and are being observed to protect our patients.

With the introduction of the coronavirus, we have thoroughly evaluated the challenges this new virus presents. We are consistently monitoring the guidelines provided by the CDC and OSHA and will update our procedures, as the recommendations are adjusted. Below are highlights of the actions we are taking currently to increase protection against infection for our patients and our Catapult Team Members.

Prior to returning to work

- All Catapult Team Members are thoroughly interviewed by a Catapult Nurse Practitioner to assess their health status, including any symptoms or contact with others who may have had COVID-19.
- All Catapult Team Members with symptoms or who have had known close unprotected or direct contact with COVID-19 patients are counseled by a Catapult NP. If there is any suspicion of COVID-19, the Catapult Team Member is immediately referred to PCR testing, if available.

In preparation for clinics

- Each day prior to going to the clinic site, screening questions are administered to all Catapult Team Members. Upon entering the worksite, a temperature check is administered before patients arrive. If an elevated risk (as defined by our clinical team) is determined based upon the daily questionnaire and temperature screenings, Catapult Team Members will be asked to self-quarantine and connect with a Catapult NP to determine next steps, as a precautionary measure.
- Travel precautions
 - Catapult Team Members are instructed to minimize potential exposure to the virus through social distancing, avoidance of high-risk environments, and use of face masks while traveling.
- Worksite clinical spaces
 - Space is requested that allows social distancing, and separate entrance/exit traffic flows that avoid close contact among patients.
 - Private space is requested for consultation since headsets will not be used.

During the clinic

- Each patient is required to wear a mask. We are unable to accept exceptions (i.e. exemption cards). If a patient arrives without a mask and is unwilling to wear one, we will refer them to the site contact. It is recommended that these patients visit their PCP to complete their preventive checkup.
- Temperature screening is conducted for each patient upon arrival.
- If a patient indicates fever or other COVID-19 symptoms, he or she will be set up to speak with a Catapult NP to determine if PCR testing is recommended.
- If a patient discloses recent close contact (within 6 feet for a prolonged period of time or in direct contact when not wearing recommended PPE) with a person having COVID-19, he or she will be set up to speak with a Catapult NP to determine if PCR testing is recommended.

- No more than 10 people, including Catapult Team Members, are allowed in one room at a time, with adequate space to maintain 6' distancing guidelines between patients.
- 6' spacing is maintained between workstations and participants waiting for their checkup.
- Catapult Team Members wear CDC-approved PPE (Personal Protective Equipment) and follow current CDC guidelines for proper use.
- Catapult Team Members practice hand hygiene before donning and after doffing gloves.
- Catapult Team Members maintain proper hand hygiene using hand sanitizer of at least 60% ethanol or 70% isopropanol and take time to wash hands with soap and water after every 10 uses of hand sanitizer (per CDC guidelines).
- Workstations and high-touch equipment are cleaned at the start of the clinic day and after every patient, with disinfectant that is EPA-approved.
- Catapult Team Members practice and encourage respiratory etiquette, including covering coughs and sneezes.
- Catapult Team Members do not use participants' cell phones, other Catapult Team Members' cell phones, or equipment that has not been disinfected.

Procedures for Catapult Team Members who are referred for testing or had symptoms of COVID-19

With PCR Testing

If a Catapult Team Member has a PCR test for COVID-19, they may return to the workplace after one of the following applies, they are approved by Catapult's VP of HR and they successfully complete an NP re-screening:

- If test is negative.
- If test is positive and they had no symptoms.
 - They may return after 10 days have passed since the first positive test.
- If test is positive and they had symptoms:
 - They may return after 10 days have passed since the symptoms first appeared, and
 - Respiratory symptoms are resolved, and
 - They have no fever (without the use of fever-reducing medications) for at least 72 hours.

With Symptoms but No PCR Testing

If a Catapult Team Member has confirmed symptoms but is not administered a PCR test for COVID-19, they may return to work after one of the following applies, they are approved by Catapult's VP of HR and they successfully complete an NP re-screening:

- At least 72 hours have passed since all symptoms have resolved, including no fever without the use of fever-reducing medications, and at least 10 days have passed since the symptoms first appeared; or
- COVID-19 has been ruled out and an alternate diagnosis (e.g., tested positive for influenza) has been confirmed by a medical provider in writing.

Procedures when a Catapult Team Member working a clinic during the 48 hours prior to presenting symptoms, tests positive for COVID-19:

- Catapult immediately notifies the client, following the confirmation of a positive test.
- Catapult sends an email to all patients from the clinic where the Team Member was working, offering an NP Consultation (at no cost to client; not processed as a claim).
- Catapult follows-up with a phone call from a Nurse Practitioner, offering a call-back number when:
 - Patient does not have a phone number on their patient record, or
 - Email sent is undeliverable.
- Catapult connects each Team Member who worked the clinic with a Nurse Practitioner. The NP refers the Team Member to a local facility to complete a PCR Nasal Pharyngeal COVID-19 test within 48 hours of being notified. Please see section above to review *Procedures for Catapult Team Members who are referred for testing or had confirmed symptoms of COVID-19*.