



from Appendix A to Health Officer Directive No. 2020-20b (issued 9/01/20)

Best Practices for the Provision of Ambulatory Care, Including Counseling and Other Healing Arts

The following table lists the three Risk Categories associated with the Risk Factors listed in Section 3 of Appendix A of Health Officer Directive No. 2020-20b. Each provider of Ambulatory Care Services, including Counseling and the Healing Arts, must comply with the listed Minimum Protective Actions and other requirements associated with the Risk Category of a procedure or service when offering care under this Directive. Providers are free to take additional Protective Actions beyond the minimum listed actions, per their judgment. The Directive contains more information about the Risk Factors and Protective Actions listed below and can be found online at www.sfdph.org/directives.

Table: Risk Categories for Ambulatory Care Services, including Counseling and the Healing Arts

*Notes: The second column lists the minimum protective actions. Care providers should use their best judgment and may use additional protections. For N95 respirators to be most effective, they require fit testing and training. For details about eye protection, go to <https://www.sfdcp.org/wp-content/uploads/2020/08/COVID19-EyeProtection-Memo-HCP-FINAL-2020.08.10.pdf>.

Risk Category 1 - Lower		
Criteria and Risk Factors:	Minimum Protective Actions*	Advance Testing:
a) No AGP, and	For client/patient/support person: An isolation mask is required in healthcare settings; a Face Covering is required in other settings (Counseling or Healing Arts) but an isolation mask may be used.	Not required or recommended.
b) patient or client, and any support person, will wear a Face Covering or an isolation mask the entire encounter (but brief removal is permitted during the encounter, such as an oral exam as part of general physical exam), and	For provider: Standard precautions, plus	
c) body answered "yes" to any screening question.	an isolation mask is required in healthcare settings; a Face Covering is required in other settings (Counseling or Healing Arts) but an isolation mask may be used; and eye protection is recommended (see link above).	



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Risk Category 2 - Medium		
<p><u>Criteria and Risk Factors:</u></p> <p>a) No AGP, <u>and</u></p> <p>b) patient or client, and any support person, will wear a Face Covering or an isolation mask but is anticipated to remain unmasked for more than a brief period <u>or</u> the patient or client cannot wear a Face Covering or isolation mask.</p> <p>Also, if a patient, client, or support person has any symptoms on the screening list, the encounter is at least Medium risk or could be higher risk in the judgment of the provider.</p>	<p><u>Minimum Protective Actions*</u></p> <p><u>For client/patient/support person:</u> An isolation mask is required in healthcare settings; a Face Covering is required in other settings (Counseling or Healing Arts) but an isolation mask is strongly suggested.</p> <p><u>For provider:</u> Standard precautions, plus an isolation mask and a face shield, goggles, or eye protection (see link above) are required.</p>	<p><u>Advance Testing:</u></p> <p>Not required or recommended, but testing may make sense in certain situations based on the provider's judgment.</p>
Risk Category 3 - Higher		
<p><u>Criteria and Risk Factors:</u></p> <p>The encounter involves AGP <u>or</u> other Risk Factors indicate a higher risk encounter.</p> <p>Also, if a patient or client has a current SARS-CoV-2 infection or had recent close contact with someone with a current SARS-CoV-2 infection, the encounter is Highest risk and should be postponed unless the provider has adequate training and protective measures available. If a patient, client, or support person previously tested positive for SARS-CoV-2, the provider should check CDC, CDPH, and DPH guidance for when it is safe to treat them under another Risk Category. Support persons with active infections or recent close contact are not allowed.</p>	<p><u>Minimum Protective Actions*</u></p> <p><u>For client/patient/support person:</u> Isolation mask</p> <p><u>For provider:</u> Standard precautions, plus: N95 respirator; face shield, goggles, or eye protection (see link above); and gown are all required.</p> <p><u>And:</u></p> <p>When possible, other Engineering or Administrative Controls should be implemented as appropriate.</p> <p><u>Note</u> – If the patient, client, or support person tested negative in the preceding 7 days and has no symptoms, then full PPE is not required, but the provider should use professional judgment regarding what PPE to employ and should at least use an isolation mask and eye protection.</p>	<p><u>Advance Testing:</u></p> <p><u>Strongly recommended</u> for routine/diagnostic appointments, and it is recommended but not required for urgent or emergent (emergency) care.</p> <p>For any course of care or treatment that continues over time, see the notes regarding repeat testing above in Section 3.4.4.</p>