



PREPARING AND PIVOTING: HOW ONE CLINIC PLANS TO THRIVE IN A COVID-19 WORLD

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Presenters



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WHAT WAS THE SHUTDOWN FIRST LIKE FOR YOU?



**DID THE SURGICAL HOSPITAL AND CLINICS
COMPLETELY SHUT DOWN AT ANY POINT?**

DID YOU HAVE A CRISIS PLAN IN PLAN PRIOR TO THIS?



**WERE YOU ABLE TO WORK OFF YOUR PLAN
EFFECTIVELY?**



WHAT PRECAUTIONS DID YOU PUT INTO PLACE BEFORE EMPLOYEES STARTED RETURNING AND WHAT PRECAUTIONS DID YOU ADD AS EMPLOYEES STARTED COMING BACK?



**HAVE YOU CHANGED ANYTHING FROM WHEN
EMPLOYEES FIRST STARTED TO RETURN AND NOW?**



**WAS THERE ANYTHING THAT YOU FOUND SURPRISING
AS EMPLOYEES STARTED TO RETURN TO WORK?**



WHAT DO YOU THINK ARE THE BIGGEST CONCERNS AMONG DOCTORS AND CLINICIANS WHO AREN'T DIRECTLY TREATING COVID PATIENTS?

**CAN YOU TELL US ABOUT SOME OF THE BIGGEST
CHANGES YOU'RE MAKING TO YOUR BUSINESS
MODEL?**



**DO YOU HAVE ANY SUGGESTIONS FOR PEOPLE WHO
ARE LOOKING TO PIVOT THEIR OWN BUSINESS?**



AS WE START TO LOOK AT LIFE BEYOND THE FIRST WAVE OF COVID-19, WHAT ARE YOUR BIGGEST PERSONAL CONCERNS OR FEARS?

IS THERE ANYTHING YOU SEE CHANGING IN THE WORLD THAT YOU FEEL POSITIVE OR EXCITED ABOUT?