

WORK FLOW FOR SCREENING PATIENTS AT SITES

Staff assigned to take temperatures/screen:

- Wears surgical mask
- Has tympanic and forehead thermometer
- Clipboard/pen
- Alcohol wipes (clean thermometer after each use!!)

Explain to the patient that we are taking precautions and need to take a temperature and ask a few questions before letting anyone into the waiting room. If a patient refuses or is difficult, indicate that we must take a temperature or we will not let them in the building.

Staff person takes patient temperature, asks these questions:

- 1) In the last 3 days, have you had a fever?
- 2) Have you been in contact with anyone positive with COVID 19?
- 3) In the last 3 days, have you had a NEW cough or shortness of breath?

If patient has a fever or responds yes to these questions, ask patient to immediately go to their vehicle and wait in the car.

Staff person needs to make sure to get an accurate cell phone number before patient returns to car. Ask patient if they have a smart phone or regular cell phone. Staff doing the screening should inform site lead and triage nurse when sending patients to car (provide phone number to triage nurse).

If patient has a smart phone, indicate that we will try to set up a telehealth visit with them in their car. Staff doing the screening needs to inform the triage nurse and site lead to facilitate a provider doing a telehealth visit (provider at site). At that point, a provider will send them an invite and assess them. **Follow work flow for telehealth visit.**

If patient has a regular phone, the triage nurse will call the patient in the car and gather information about their symptoms. Triage nurse will communicate with responsible provider on site to relay information about patient and get direction. Provider will advise triage nurse if patient is appropriate for testing (drive thru) or if they need to be seen for ACUTE 19 visit.

If patient is to be seen in the clinic, triage nurse will call the patient cell phone and instruct them to go to the back/side door. Nurse/Provider needs to don full PPE and meet patient at the back/side door. Provide patient with mask at the door. **Follow ACUTE 19 workflow from this point.**