

Caring for Patients Known COVID-19 Infection or Person Under Investigation (PUI) In Ambulatory Care Setting

This is a general process is to guide Ambulatory Care Clinics, when it is necessary to the patient's wellbeing, to be seen in the ambulatory setting. It may be modified to fit individual clinics, however, the basic tenants of practice to follow would be;

1. minimize time in clinic
 2. minimize exposure to other patients
 3. limit exposure to the fewest HCW's as possible to safely care for the patient
- Healthcare provider must determine prior to appointment when it is necessary to have the patient seen or cared for in the clinic setting
 - The decision to have patient seen in clinic must be communicated with the clinic operations manager, nursing manager/director and lobby screening director
 - Staff should be well versed and comfortable with donning and doffing PPE

*Management = Brenda Smith and Sherry Brink.
Contact them if patient needs to be seen in-clinic, and they will notify Mallory Fagone

Patients Identified Prior to Arrival

Clinic Instructions Prior to Arrival

- GIM staff will only book apt for COVID+ or PUI after discussing with management
- Clinic must send email to Mallory Fagone, mallory.fagone@bmc.org, at least 24 hours in advance of patient appointment with the following information:
 - Patient Name, MRN, Appointment Date/Time, COVID + or PUI status, Contact number to call upon patient arrival in lobby - 5B Front Desk 49154 or 49153

Patient Instructions Prior to Arrival

- Enter hospital via Shapiro main entrances
- Report to lobby Patient/Visitor symptom screening station
- Receive and immediately apply a surgical face mask and required symptom screening
- Self-identify as COVID positive patient or PUI and location of clinic visit

Patient Arrival Procedure

- Patient will self-identify to screener in lobby
- Screener will provide surgical mask and conduct symptom screening
- If patient's temperature is not elevated and or patient is not exhibiting new symptoms, screener will call clinic to notify of patient arrival and patient will be escorted to clinic appointment by screener
 - Screener will push buttons on elevators, open doors etc. avoiding direct contact with patient
 - Screener will escort patient to 5A waiting area where HCW will meet patient
 - HCW will escort patient to room 5514 (5B exam room 11)
- If patient is PUI and temperature is elevated and or patient is exhibiting symptoms i.e. cough, SOB, myalgia's etc., screener will call clinic and discuss with Licensed Independent Practitioner (LIP) if patient should proceed to clinic, return home with follow-up via telemed call, or be referred to an Influenza Like Illness(ILI) testing site

Note: Patients who are PUI's are generally under quarantine and monitoring temp. An elevation in temperature may indicate beginning of infection, whereas fever in a known COVID-19 infection may be part of their illness. Fever history will be important to determine significance of fever.

- If determination is to refer to ILI, screener will escort masked patient to site
 - Screener will push buttons on elevators, open doors etc. avoiding direct contact with patient
- If determination is to send patient home, screener will escort masked patient out of lobby

Clinic Preparation & Procedure

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- Exam/treatment room 5514 for COVID-19 patients is chosen for 5B staff to visually keep track that isolation is maintained or if patient has any needs. Restroom is directly across from room and will be marked as precaution room if used.
- Droplet-Contact precaution sign must be affixed to exam room door
- Bring limited equipment and supplies needed for visit in room prior to patient arrival
- HCW will don appropriate PPE (gown, surgical face mask, face shield and 2 pairs of gloves) and meet patient in waiting area to direct immediately to prepared exam room
 - Patient will not stop at registration
 - HCW will escort patient to room 5514 (5B exam room 11)
- Follow-up visit will be scheduled when patient is in exam room
- Prior to leaving exam room, HCW will doff PPE, dispose in trash and perform hand hygiene
- HCW will re-apply surgical mask and escort masked patient from clinic and out of hospital
 - HCW will push buttons on elevators, open doors etc. avoiding direct contact with patient
 - HCW is identified as the person performing the visit
- After patient exits the exam room, the door should be closed and ensure Droplet-Contact precaution sign posted
- Notify EVS by emailing, DG-EVS@bmc.org with Subject Line “Urgent: COVID 19 Room Cleaning Request” with the following information: Building, Floor, Suite #, and contact information, followed by page to #5183.
- Exam room can be reused immediately following completion of cleaning

Patients Identified During Clinic Visit

All patients and visitors must be masked and have a dated color round sticker on outside of clothing which indicates patient has received symptom screening in lobby.

If the patient and visitor have not been screened, they must not enter the clinic and cannot remain in waiting area.

Clinic Visit Procedure

- Front desk staff must complete patient screener in EPIC
- If, during the initial interview/exam, the patient discloses contact or symptoms consistent with COVID-19, the HCW should, exit the exam room to perform hand hygiene and don appropriate PPE prior to re-entering the room
- HCW to affix Droplet-Contact precaution sign to exam room door
- Evaluate patient for COVID testing
 - If testing is indicated, patient to be referred to ILI
- Prior to leaving exam room, HCW and LIP will doff PPE, dispose in trash and perform hand hygiene
- If HCW clothing was in contact with patient (without PPE) at any time, HCW should immediately change to new scrubs. To obtain clean hospital scrubs, the manager must email DG-Linenservices@bmc.org to request.
- HCW, with surgical mask applied, will escort masked patient from clinic to ILI location
 - HCW will push buttons on elevators, open doors etc. avoiding direct contact with patient
- After patient exits the exam room, the door should be closed and ensure Droplet-Contact precaution sign posted
- Notify EVS by emailing, DG-EVS@bmc.org with Subject Line “Urgent: COVID 19 Room Cleaning Request” with the following information: Building, Floor, Suite #, and contact information, followed by page to #5183.
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