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# COVID-19-19 Ambulatory Clinic FAQs- April 27, 2020 1130

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**Q. What training resources are available to providers and staff?**

A. COVID-19 [Health Care Professionals Resource Page](#) has a wealth of knowledge

**Q. When seeing COVID-19-19 + patients, what PPE is required?**

A. Face Mask, Face shield/goggles, and gloves. Gowns to be worn if providers will have close contact with patient (body to body). N95 is not required in the ambulatory spaces as no nebulized treatments are being performed currently.

**Q. Which acute patients should be seen in the office?**

A. If providers feel a physical exam is vital in making acute diagnosis, ID supports bringing those patients into the office. Patients with fever, cough, shortness of breath, and mild symptoms consistent with COVID-19-19 can all be seen in the office, if needed. Consider a virtual visit initially, with conversion to face-to-face if needed. Offer the SH Now COVID-19-19 screening number (833) 559-0659 to be screened for COVID-19 symptoms. All patients requiring higher level of care should be triaged to the ED per usual clinical workflows.

**Q. What isolation procedures are to be used for suspected COVID-19 patients**

A. For any patient or guest with fever, cough, or shortness of breath, full PPE (see #2) should be worn. Surgical masks should be worn for patients with any other symptoms

**Q. What “healthy” visits can be scheduled in the office?**

- WCV that accompanies a vaccine. Months 2, 4, 6, 12, 15, 18 and age 4 & 11 are appropriate.
- Newborns
- Weight Checks
- Injections like Depo, testosterone, allergy shots, etc.
- Chronic disease management.
- Any other visits deemed necessary and should wait to be seen within 4 weeks and/or those appointments that can't be conducted virtually due to visit type and/or patient technology barriers.

**Q. What precautions need to be in place to move from well to sick visits throughout day and is this ok to do?**

A. Yes, providers can see a combination of well and sick visits within the same day/week. Strategies to minimize risks to patients as space and staffing allow include:

- Using a separate entrance for sick patients
- Having a separate waiting area for sick and well patients
- Place chairs in waiting area to observe 6 ft social distancing guideline
- Seeing well (patients without symptoms consistent with COVID-19) in the AM and sick patients in the PM
- Designate certain exam rooms for symptomatic patients
- Designate certain staff to be working with symptomatic patient each day
- Wear appropriate PPE for all suspected COVID-19 patients
- All patients and guests who can tolerate wearing masks should be wearing one
- Protective Equipment Guidelines can be found on the [Health Care Professionals Resource Page](#)

**Q. What PPE is needed for Strep POC?**

A. Face Mask, Face shield/goggles, gloves

**Q. Who is eligible for a COVID-19 test? Who can order one? What is the process like for a patient going through screening and testing?**

A. Anyone, regardless of underlying condition can receive a COVID-19 test if they have any **one** of the following new onset or worsening symptoms not attributable to another condition:

- Fever
- Cough
- Shortness of breath
- Congestion or rhinorrhea
- Nausea or diarrhea
- Myalgias
- Fatigue

Currently, SH Now COVID-19 Screening hotline is the only space that can order a COVID-19 test for the ambulatory spaces. We are working on liberalizing that policy. After a patient is screened by SH Now, they will be given an appointment time for nasopharyngeal swab collection at either the 1300 tent or one of the regional sites. This has typically been within 24 hours of the SH Now screen. Once the patient has been swabbed, test results are typically available within 24 hours via MyHealth. For patients without a MyHealth chart, positive results are called by the lab.

**Q. How are infants born to a COVID-19 positive mother identified?**

A. All laboring mothers presenting to an Spectrum Health facility will receive a rapid test. Infants born to a COVID-19 positive mother will be swabbed at 24 hrs of life or 4 hrs prior to discharge, whichever is later. Starting Monday, April 27, 2020, a red alert will be placed in the banner bar for all infants born to positive mothers. At this time, we are not recommending a second test if the infant is asymptomatic and the initial COVID-19 test is negative. If the COVID-19 positive mother presents with the infant to clinic, they should be placed in a room with COVID-19 isolation PPE for 7 days from the date of positive test if asymptomatic or 7 days AND 72 hours of being fever-free and improving symptoms.

**Q. How do we counsel our patients who have had a COVID-19 test?**

A. See the "[Primary Care Follow up for COVID-19 testing](#)" document.

**Q. What is the performance of SH COVID-19 tests?**

A. See the "[Test Performance](#)" document.