

COVID-19 Ambulatory Process for Spectrum Health Providers – July 15, 1200

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If the encounter is via telephone/electronic message:

- At phone encounter, staff member asks COVID-19 screening questionnaire.
- If patient meets criteria (registration staff **MUST** complete screening tool) a Best Practice Alert (BPA) will fire.
- Explain to patient that due to symptoms consistent with COVID-19 the patient should be assessed by a provider via our free virtual screening visit:
 - Spectrum Health Now (616-391-2380)

If the encounter is in person:

- Upon entering the building, patient and accompanying visitor should utilize the self-service station (if available) to perform hand hygiene with hand sanitizer (20 seconds), get mask from the table and don mask per instructions on sign, and perform hand hygiene again with hand sanitizer (20 seconds).
 - If patient or visitor enter with own homemade mask, they should remove mask, perform hand hygiene and don clean mask per instructions on sign
- If there is no self-service station upon entering the building, patient to proceed to clinic registration for check-in.
- Registration will provide hand sanitizer to patient. If patient arrives to clinic with a homemade mask (or any cloth face covering), PSR will ask them to remove their mask, provide patient with a standard isolation mask, and provide hand sanitizer to perform hand hygiene again.
- Registration will check patient and visitor temperatures. (see standard work)
- Registration performs health screening using the Epic based tool that is built into the system.
 - PSR staff to wear an isolation mask and a face shield (if no plexiglass barrier is present, or there is less than a 6 ft distance between PSR and patient)
- If the BPA fires, Severe Respiratory Precautions (isolation and PPE) are to be used only with a patient who answers yes to 1 or more of the 3 COMMON symptoms:
 - Fever (> or = to 100 F)
 - New onset or worsening cough within the last 48 hours
 - New onset or worsening shortness of breath within the last 48 hours
- If the BPA does not fire, but COVID-19 Confirmed banner appears on storyboard:
 - PSR to room patient immediately and inform clinical staff
 - Clinical staff to follow Ambulatory Process for Discontinuation of Confirmed COVID-19 Infection Status document to determine if Severe Respiratory Precautions are required
 - If determined that confirmed COVID-19 infection status can be discontinued, clinical staff to send EPIC In Basket message to *Infection Prevention Ambulatory*
- If Severe Respiratory Precautions are required, the PSR then implements the following process:



- Escort patient to exam room closest to registration, or available exam room, close door and remind patient to keep the mask on at all times
 - If an isolation room isn't near registration area (i.e. integrated care campuses), then the PSR should contact the department to notify them the patient is arriving soon
 - If Severe Respiratory Precautions are **NOT** required, after patient has been registered, ask patient to be seated in waiting room and to maintain a 6 foot distance from other patients.
- Alert appropriate clinical team member (i.e. MA, provider, lab, radiology, rehab, etc.) that patient has arrived
- MA/provider/lab tech will travel to the exam room to see patient to prevent getting additional rooms/areas exposed
- For radiology patients, when the equipment is ready, the rad tech will escort the patient from the exam room to radiology
- If patient is not being seen for provider evaluation (i.e. lab, radiology), then Lab or Rad Tech will instruct patient to call the COVID-19 screening number after they complete their procedure.

Clinical staff member to do the following:

- Ensure patient has been roomed immediately
- Ensure patient door is closed
- Prepare the patient room:
 - Place Severe Respiratory Isolation Precautions in Ambulatory Settings Sign and PPE Removal sign on patient door. *Healthcare worker and visitor logs no longer required.
- Obtain necessary Personal Protective Equipment (PPE):
 - **Minimal Contact:** Limited exam, HCW does not anticipate contact with patient other than gloved hands, stethoscope, ultrasound wand, etc
 - Standard isolation face mask or Spectrum Health reusable blue mask, face shield (preferred) or goggles and gloves
 - **Close Contact:** Having close physical contact with patient (i.e. positioning patient, swabbing, bathing, etc)
 - All PPE from "minimal contact", plus gown
- Limit patient transport to essential purposes only - if the patient leaves the room staff disinfects any surfaces (i.e. wheelchair arms, rest room area etc.) that were touched during transport with any quat alcohol product (ie. Super Sani Wipes)

Limit entry into patient room. Provider only, if possible.

- Healthcare Personnel entering patient room is required to wear PPE as indicated above.

The Provider to do the following:

- If patient identifies clinical features and epidemiologic risk per current screening criteria, the patient should be evaluated for COVID-19 disease.
- Provider will determine treatment, lab testing and discharge disposition.
 - Lab testing should be considered to rule out influenza and other respiratory pathogens
 - Patient should remain masked throughout entire office visit
 - If COVID-19 testing is indicated per current SH testing criteria, coordinate SH Now appointment.

Discharge / Cleaning Room

- If applicable, provide patient with COVID-19 information found within the toolkit.
 - Interim Recommendations for Patients with Confirmed or Persons Under Investigation (PUI) for COVID-19 in Healthcare Settings_v.2.27.20 (V)
 - Preventing COVID-19 from Spreading to Others CDC_v2.27.20 (W)

- Prep the patient to leave the room by having them perform hand hygiene.
- Arrange for a staff member to escort the patient directly to their car – preferably via backdoor if available.
- Room may be cleaned immediately.
- Cleaning staff to wear PPE as indicated above.
- Clean all surfaces with any quat alcohol product (ie. Super Sani Wipes)
- Once room is cleaned, it may be put back in service for use.

For the most up-to-date nationally recommended guidelines, go to:

CDC: <https://www.cdc.gov/coronavirus/index.html>

Center for infection Prevention Insite: <https://spectrumhealth.sharepoint.com/sites/center-for-infection-prevention/SitePages/2019-Novel-Coronavirus.aspx>