

Ambulatory Clinical Process for COVID-19 Suspect/Confirmed Patient Visits– November 24, 1300

Spectrum Health Contact: Lisa Czarnopys

Document reviewed 11.24.20

- Health/Travel screening questions* asked upon arrival to determine if Severe Respiratory Precautions (isolation and PPE) are necessary. Answering YES to any of the following below will require Severe Respiratory Precautions and patient is placed in a room immediately.
 - 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
 - Positive COVID-19 test in the last 14 days
- If Severe Respiratory Precautions are **NOT** required, ask patient to be seated in waiting room and to maintain a 6-foot distance from other patients (if not following virtual waiting room process)
- If Severe Respiratory Precautions are required:
 - Escort patient to an exam room immediately, close door and remind patient (and accompanying visitor) to keep mask on at all times
 - All staff members (MA/provider/lab tech) will travel to the exam room to see patient to prevent getting additional rooms/areas exposed
 - Clinical staff member to do the following:
 - Ensure exam room door is closed
 - Prepare the patient room:
 - Place Severe Respiratory Isolation Precautions in Ambulatory Settings Sign on door
 - Obtain necessary Personal Protective Equipment (PPE):
 - Eye protection (i.e. face shield or goggles), gown, and gloves
 - Standard isolation mask when within 6 ft of suspect/positive COVID patient for < 15 minutes
 - N95 respirator when within 6 ft of suspect/positive COVID patient for > 15 minutes
 - 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 hospital approved disinfectant for COVID-19.
- Limit number of staff entering patient room.
 - Healthcare Personnel entering patient room is required to wear PPE as indicated above.
- 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 may be considered to rule out influenza and other respiratory pathogens
 - Patient should remain masked throughout entire office visit
 - If COVID-19 testing is indicated nares test can be performed on patient in the office (if supplies are available). If testing cannot be performed in office, patient can schedule their test through MyChart via the Spectrum Health App or by calling the Covid-19 hotline at 833.559.0659 (if not signed up for MyChart)
- Discharge / Cleaning Room
 - Assure patient has face mask on and performs hand hygiene before leaving the room
 - 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 hospital approved disinfectant for COVID-19

- 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>

*Health/Travel screening questions:

1. In the last month, have you been in contact with someone who was confirmed or suspected to have Coronavirus/COVID-19?
2. Have you had a COVID-19 viral test in the last 14 days?
3. Do you have any of the following new or worsening symptoms?
 - Fever \geq 100 F
 - New onset or worsening cough within the last 48 hours
 - New onset or worsening shortness of breath within the last 48 hours
 - Chills
 - Sore Throat
 - Headache
 - New loss of taste or smell
 - Congestion or runny nose
 - Nausea or vomiting
 - Diarrhea
 - Muscle aches or pains
4. Have you been in contact with someone who was sick?
5. Have you traveled internationally in the last month?