

Instructions for Screening Patients and Visitors for COVID-19 (Coronavirus Disease-2019)

Lobby Ambassadors/Greeters, Inpatient Unit Coordinators (*essential visitors only*) and Front Desk Staff at Ambulatory locations, Triage desk in ED, Procedural Areas, Preadmission Testing, Radiology and Labs should begin DAILY screening of ambulatory patients and all essential visitors/patient escorts for COVID-19 symptoms and diagnosis using the instructions below. (*Please see [BILH Interim Protocol for Expanded Visitation during Phase 2 COVID-19 Recovery](#) for additional details.*)

PATIENTS

Lobbies:

- Patients who are not wearing a mask should be given one and instructed to wear it at all times in the facility.
- There is no need to use the “Screening Patients for COVID-19” tool.

All Ambulatory Patient Care Locations (*Front Desk Staff at Ambulatory locations, Triage desk in ED, Procedural Areas, Preadmission Testing, Radiology and Labs*):

Scheduling Appointments:

- 48 hours prior to patient’s appointment, contact the patient and use the “Screening Patients for COVID-19” tool.
- Notify provider for any patient with symptoms to consider whether appointment should be postponed and if testing should be scheduled.
- Patients with symptoms who must be seen and those with a diagnosis of COVID-19 in the prior 21 days should be directed to a designated COVID care location (*see definition below*).
- Ask all patients to come to the facility wearing a mask, if they have one.

Upon Arrival:

- Ensure that the patient is wearing a mask. Provide one if they do not have one and instruct them to wear it at all times.
- Screen each patient using the “Screening Patients for COVID-19” tool (either electronically or using the paper sheet) in the appropriate language. You do not need to keep a copy of this questionnaire with their responses.
- Follow the instructions at the bottom of the screening sheet to direct the patient to the appropriate care location (*see below*).

CARE LOCATIONS

COVID Care Locations Options

- Respiratory Evaluation Unit (In ED or Ambulatory area) for multidisciplinary care
- Regular care location with a COVID day or clinic block (for patients with confirmed and suspected COVID-19 or any influenza-like illness)
- COVID waiting area and dedicated COVID exam room(s)

Non-COVID Care Locations Options

- Non-COVID waiting area and dedicated non-COVID exam room (s)
- Regular care location during a non-COVID day or clinic block (for patients who have negative screens for symptoms and COVID-19 diagnoses)

VISITORS

Lobbies:

- Ensure that the visitor is wearing a mask and instruct them to wear it at all times in the facility.
 - **Visitors to inpatient areas:** Provide the patient with a surgical mask to wear (in place of their own, if they are already wearing one).
 - **Visitors to all other areas:** Cloth face coverings or other masks are permitted (without exhalation valves); a surgical mask should be provided to any patient without one.
- Screen each visitor using the “Screening Visitors for COVID-19” tool (using the paper sheet) in the appropriate language. You do not need to keep a copy of this questionnaire with their responses.
- If the visitor responds “yes” to either question:
 - Ask the visitor to postpone their visit.
 - Before exiting, obtain a phone number where the visitor can be reached (e.g., in case they are needed to pick up the patient after the appointment).
 - Exceptions may be made on a case-by-case basis for essential patient escorts and other visitors by calling the care area/provider the patient is scheduled to see (e.g. an escort of a patient with dementia, and inpatient end-of-life visit [see institution guideline for details])
- If the visitor responds “no” to both questions, they may continue with their visit.

All Inpatient and Ambulatory Patient Care Locations (*Front Desk Staff, Triage desk in ED, Procedural Areas, Preadmission Testing, Radiology and Labs*):

- Ensure that the visitor is wearing a mask and instruct them to wear it at all times in the facility.
 - **Inpatient areas:** Provide the patient with a surgical mask to wear (in place of their own, if they are already wearing one).
 - **All other areas:** Cloth face coverings or other masks are permitted (without exhalation valves); a surgical mask should be provided to any patient without one.
- Screen each visitor using the “Screening Visitors for COVID-19” tool (using the paper sheet) in the appropriate language. You do not need to keep a copy of this questionnaire with their responses.
- If the visitor responds “yes” to either question:
 - Ask the visitor to postpone their visit.
 - Before exiting, obtain a phone number where the visitor can be reached (e.g., in case they are needed to pick up the patient after the appointment).
 - Exceptions may be made on a case-by-case basis for essential patient escorts and other visitors by discussion with the nurse manager or supervisor of the specific area (e.g. an escort of a patient with dementia, and inpatient end-of-life visit [see institution guideline for details]).
- If the visitor responds “no” to both questions, they may continue with their visit.

- Please let all visitors know they will be screened for symptoms and exposure history on a daily basis.
- **If a visitor refuses to delay their visit or to wear a mask, please ask if they would like to speak to a nurse or practice manager. If they still do not agree to delay their visit, please escalate the situation to the attending physician.**
- **Only patient's children who are over the age of 12 may visit; see [BILH Interim Protocol for Expanded Visitation during Phase 2 COVID-19 Recovery](#) for details.**