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.