

## Instructions for Screening Patients, Escorts, Support Persons and Visitors

### GENERAL INFORMATION

At this time, Beth Israel Lahey Health has moved to a passive screening process, using signage at all entrances to our facilities. Patients, escorts, support persons and visitors may require active screening if they present to an information desk or care location seeking clarification, prefer a language other than English or exhibit symptoms.

### DEFINITIONS

**VISITORS** are Individuals who visit inpatients.

**ESCORTS** are Individuals who escort patients to ambulatory appointments and procedural areas.

**ESSENTIAL ESCORTS** are a type of ESCORT for patients with intellectual and/or physical disabilities and accompany the patient to ambulatory appointments and procedural areas. (Note that this may include persons who accompany patients receiving critical information from healthcare personnel, such as a new cancer diagnosis.)

### **SUPPORT PERSONS**

- **Designated support persons** for patients with intellectual and/or physical disabilities may include, but shall not be limited to: an essential escort, a guardian or other legally authorized decision-maker, family member, caregiver, personal care assistant or another disability service provider knowledgeable about the patient's care.
- **Labor/Pregnancy support persons** are those individuals who stay in the Labor & Delivery or antepartum/postpartum patient's room to support pregnancy and childbirth.
- **Designated and labor/pregnancy support persons are not considered visitors.**

### SCREENING PROCEDURES AND MASKING

**Lobby Ambassadors/Greeters, Inpatient Unit Coordinators and Front Desk staff at Ambulatory locations, Triage desk in ED, Procedural Areas, Preadmission Testing, Radiology and Labs should perform screening of ambulatory patients, escorts, essential escorts, support persons and visitors for symptoms using the instructions below only if they present for clarification, prefer a language other than English or exhibit symptoms**

- All patients, escorts, essential escorts, support persons and visitors should wear a new BILH-provided surgical mask to wear upon arrival.** Instruct them that they must wear a BILH-provided surgical mask, fully covering the nose and mouth, at all times while in the facility regardless of vaccination status.
- This BILH-provided surgical mask should be worn in place of the mask they are wearing upon arrival or over their own mask, if preferred.**

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**PATIENTS**

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

<b>When Scheduling Appointments (<i>within the next 10 days</i>) and at 24-72 Hours Prior to Appointment</b>	<input type="checkbox"/> Use the " <a href="#">Pre-Visit Patient Phone Screening Tool</a> ." <input type="checkbox"/> Notify provider of any patient with symptoms to consider whether appointment should be postponed and if testing should be scheduled. <input type="checkbox"/> Patients with symptoms of a respiratory viral illness who must be seen and those with a diagnosis of COVID-19 who have not met <a href="#">criteria for discontinuation of isolation</a> should be scheduled in their usual care location with priority rooming or be seen in a designated respiratory evaluation/care location ( <i>see definition below</i> ).
<b>Lobbies</b>	<input type="checkbox"/> <b>Ensure all patients wear a new surgical mask, upon arrival.</b> Patients wearing any face covering or mask at time of arrival will be asked to change into the BILH-provided surgical mask. Instruct them to wear it at all times in the facility. <i>Note: If a patient prefers to wear their own mask, they must cover it with a BILH-provided surgical mask.</i> <input type="checkbox"/> There is no need to use the " <a href="#">Respiratory Virus Screening</a> " tool unless the patient reports to the information desk for clarification, they prefer a language other than English or exhibit symptoms. <input type="checkbox"/> Ask the patient to perform hand hygiene before heading to their destination.
<b>Upon Arrival at Patient Care Location</b>	<input type="checkbox"/> Ensure patient is wearing a surgical mask upon arrival. Instruct them to wear it at all times in the facility. <input type="checkbox"/> There is no need to use the " <a href="#">Respiratory Virus Screening</a> " tool unless the patient reports to the information desk for clarification, they prefer a language other than English or exhibit symptoms. <input type="checkbox"/> If the patient requires screening, follow the instructions on the screening sheet to direct the patient to the appropriate care location ( <i>see definitions below</i> ).

**CARE LOCATIONS**

**Respiratory Evaluation/Care Locations Options**

- Respiratory Evaluation Unit (In ED or Ambulatory area) for multidisciplinary care
- Regular care location with a respiratory evaluation/care day or clinic block (for patients with confirmed or suspected COVID-19 or any influenza-like illness (ILI))
- Respiratory evaluation/care waiting area and dedicated Respiratory evaluation/care exam room(s)
- Expedited rooming in usual ambulatory practice location

**Non-Respiratory Evaluation/Care Location Options**

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

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**ESCORTS, ESSENTIAL ESCORTS, SUPPORT PERSONS AND VISITORS**

- When scheduling a patient appointment, notify them that their visitor, escort, essential escort, or support person(s) should be free of symptoms or recent infection (in the prior 10 days) to enter the facility.

<b>Lobbies</b>	<ul style="list-style-type: none"> <li><input type="checkbox"/> If appropriate (person presents to the desk for clarification, they prefer a language other than English or they exhibit symptoms), screen each escort, essential escort/support person and visitor using the "<a href="#">Respiratory Virus Screening</a>" tool (using the paper sheet) in the appropriate language. You do not need to keep a copy of this questionnaire with their responses.             <ul style="list-style-type: none"> <li>○ If the essential escort/support person/visitor responds "yes", contact clinic/practice area/inpatient unit for further instructions.</li> <li>○ If the individual is not an essential escort/support person and screened in with symptoms, please ask them not to enter the facility and to wait outside or in their car.</li> </ul> </li> <li><input type="checkbox"/> If escort/essential escort/support person/visitor refuses to wear a BILH-provided mask (<i>including over their own mask</i>), please ask if they would like to speak to a practice/unit manager.</li> </ul>
<b>Upon Arrival at Patient Care Location</b>	<ul style="list-style-type: none"> <li><input type="checkbox"/> Ensure all escorts, essential escorts, support persons and visitors are wearing a BILH-provided mask. Instruct them to wear it at all times in the facility.</li> <li><input type="checkbox"/> Escort/essential escort/support person do not require screening unless they present to the desk for clarification, prefer a language other than English or exhibit symptoms.             <ul style="list-style-type: none"> <li>○ If the essential escort/support person reports or is noted to have symptoms, please have the patient and essential escort given priority rooming and/or be seen in a designated respiratory evaluation/care location (<i>see definition above</i>).</li> </ul> </li> <li><input type="checkbox"/> Visitors do not require screening unless they present to the desk for clarification, prefer a language other than English, or exhibit symptoms.             <ul style="list-style-type: none"> <li>○ If the visitor screens in with symptoms, they cannot visit and need to leave the facility.</li> </ul> </li> </ul>