



Instructions for Screening Patients, Escorts, Support Persons and Visitors for COVID-19 (Coronavirus Disease-2019)

With the continued decrease in COVID-19 cases in Massachusetts, we are welcoming back visitors and escorts.

GENERAL INFORMATION

- **As of 4/7/2022, BILH is expanding visitation following the conditions below.**
- Please refer to institutional escort/support person/visitor and end of life visitation policies for additional details, including exceptions to [BILH guidance on visitation](#) and instructions below.
- All patients, visitors, escorts and support persons should be screened following the process below.

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 DAILY screening of ambulatory patients, escorts, essential escorts, support persons and visitors for COVID-19 symptoms and exposures using the instructions below.

- All patients, escorts, essential escorts, support persons and visitors should receive 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.**



PATIENTS

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

<p>When Scheduling Appointments (<i>within the next 10 days</i>) and at 24-72 Hours Prior to Appointment</p>	<ul style="list-style-type: none"> <input type="checkbox"/> Use the "Pre-Visit COVID-19 Patient Phone Screening Tool." <input type="checkbox"/> Notify provider of any patient with symptoms or exposure to consider whether appointment should be postponed and if testing should be scheduled. <input type="checkbox"/> Patients with symptoms who must be seen and those with a diagnosis of COVID-19 who have not met criteria for discontinuation of isolation should be scheduled in a designated COVID care location (see <i>definition below</i>). <input type="checkbox"/> Patients with symptoms or either diagnosis of COVID-19 or exposure to someone with COVID-19 in the prior 10 days who must be seen should be scheduled in their usual care location with priority rooming and/or be seen in local designated COVID-19 care locations (see <i>definition below</i>).
<p>Lobbies</p>	<ul style="list-style-type: none"> <input type="checkbox"/> Ensure all patients receive a new surgical mask, upon arrival. 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 "Screening Patients for COVID-19" tool. <input type="checkbox"/> Ask the patient to perform hand hygiene before heading to their destination.
<p>Upon Arrival at Patient Care Location</p>	<ul style="list-style-type: none"> <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"/> Screen each patient using the "Screening Patients, Essential Escorts and Visitors 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. <input type="checkbox"/> Follow the instructions on the screening sheet to direct the patient to the appropriate care location (see below).

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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 or suspected COVID-19 or any influenza-like illness)
- COVID waiting area and dedicated COVID exam room(s)
- Expedited rooming in usual ambulatory practice location

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)

ESCORTS, ESSENTIAL ESCORTS, SUPPORT PERSONS AND VISITORS

- When scheduling a patient appointment, notify them that their visitor, escort, essential escort, or support person(s) will be screened for symptoms and exposure upon arrival.

Lobbies	<ul style="list-style-type: none"> <input type="checkbox"/> Screen each escort, essential escort/support person and visitor using the “Screening Patients, Essential Escorts, Support Persons and 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. <ul style="list-style-type: none"> o If the essential escort/support person/visitor responds “yes”, contact clinic/practice area/inpatient unit for further instructions. o If the individual is not an essential escort/support person and screened in with symptoms or exposure, please ask them not to enter the facility and to wait outside or in their car. <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.
Ambulatory Patient Care Locations (Front Desk Staff, Triage desk in ED, Procedural Areas, Preadmission Testing, Radiology and Labs)	<ul style="list-style-type: none"> <input type="checkbox"/> Ensure all escorts, essential escorts, support persons and visitors are wearing a surgical mask. Instruct them to wear it at all times in the facility. <input type="checkbox"/> Escort/essential escort/support person should have been screened in the lobby and do not need additional screening. <ul style="list-style-type: none"> o If the essential escort/support person screened in with symptoms or exposure, please have the patient and essential escort be given priority rooming and/or be seen in a designated COVID-19 care location (<i>see definition above</i>). <input type="checkbox"/> Visitors should have been screened in the lobby and do not need additional screening. <ul style="list-style-type: none"> o If the visitor screened in with symptoms, they cannot visit and need to leave the facility.