

Standard Work Instructions Rev 04.14.20
Process: Ambulatory Routine Lab Visits – Minimizing Exposure During COVID-19

Step	Operator	Important Steps	Tools/Materials Needed
1	Lab Staff or Medical Assistant (MA)	Contact the patient 48 hours before their appointment to confirm.	Maestro, Telephone
2	Lab Staff or MA	Scripting: Hello Mr. /Ms. [NAME]. I'm calling from Duke Primary Care. I'm [PROVIDER NAME]'s medical assistant OR lab staff team member name and I wanted to ask you a few questions so that we are prepared to take care of you at your upcoming routine lab appointment at our clinic. Do you have a few minutes? <ol style="list-style-type: none"> a. Inform patient of current visitor policy and need for wearing mask b. Do you have a sore throat? c. Do you have a fever? d. Do you have muscle aches/headaches? e. Do you have cough? f. Do you have a runny or stuffy nose? g. Do you have new shortness of breath/difficulty breathing? h. Do you have new fatigue? 	Maestro, Telephone
3	Lab Staff or MA	If patient responds positive to any of the above symptoms, transfer patient to NURSE for COVID triage.	
4	MA or PSA	CMA or PSA will greet the patient at the front door, screen them for symptoms, and provide them a mask.	
5	Lab Staff Member or MA	If patient as at risk for falling, follow falls risk procedure.	Maestro
6	MA or PSA	If the patient does have symptoms, the patient is taken straight back to a patient room. Take them to the next available or designated room. Offer patient opportunity to be seen and notify provider on duty	Maestro
7	MA or PSA	If the patient does not have symptoms, patient can be cared for in the lab or patient care room	Maestro
8	Lab Staff Member	Collect the routine labs from the patient and discharge to home	