

DPC COVID-19 Patient/Visitor Screening

Background: To prevent the potential spread of illness, **all patients and visitors** will be screened, either by phone before arrival or at the entrance. Patients are currently allowed 1 visitor over the age of 12 to accompany them to any appointment and two parent/guardian visitors may stay with pediatric patients (see DUHS COVID Resources for most current visitor guidelines).

Process: Each practice will need to identify staff to greet patients/visitors upon arrival. Each practice will need to determine how the screener will communicate with clinic staff. There is no need to document patient/visitor responses at entrance screening. We will not ask travel questions at the initial entrance screening.

Telephone Pre work to be done by clinical staff for ALL in-person Office Visits

Scripting: Hello Mr./Ms. [NAME]. I'm calling from Duke Primary Care. I'm [PROVIDER NAME]'s medical assistant and I wanted to ask you a few questions so that we are prepared to take care of you at your upcoming appointment at our clinic. Do you have a few minutes?

- Ask reason for visit
- Inform of current visitor policy/and need for mask/facial covering
- In the last 28 days, have you tested positive for Coronavirus/COVID 19?
- Have you had any close contact with someone known or suspected to have Coronavirus/COVID 19 or flu like symptoms in the last 14 days?
- Do you have a fever?
- Do you have a sore throat?
- Do you have muscle aches/headaches?
- Do you have cough?
- Do you have a runny or stuffy nose?
- Do you have new shortness of breath/difficulty breathing?
- Do you have new fatigue?
- Any respiratory/exposure symptoms would be transferred to NURSE for COVID triage, using the .covidtelephonetriageprotocol. The disposition may mean that the office visit may be appropriate for Telephone Visit (Chargeable) or the patient will be instructed to call upon arrival for a mask, if in person visit is still appropriate.
- Inform the patient of the visitor restrictions and the process that will occur when they present to the clinic (hand sanitizing, masking, screening questions and temperature check).
- Staff can leave a message about the reason for the call :

Scripting: Hello Mr./Ms. [NAME]. I'm calling from Duke Primary Care. I'm [PROVIDER NAME]'s medical assistant/nurse and I wanted to ask you a few questions so that we are prepared to take care of you at your upcoming appointment at our clinic. If you are experiencing any symptoms such as a cough, sore throat, runny nose, please call the office before you appointment tomorrow. If you are not experiencing any symptoms, please present for your appointment as scheduled. You will be asked additional screening questions upon entry to the clinic and will have your temperature checked and will be required to wear a mask. Please note that we are only allowing 1 visitor over the age of 12 to accompany patients in the clinic.

If no phone call is possible and patient presents to practice (because of issues with phone number, or scheduled less than 30 minutes prior appointment start time) then the screener at the entrance would ask symptom screening questions.

Scripting for Patients/Visitors at the Entrance:

For the safety of our patients, visitors and team members, we are screening all visitors as well as patients to prevent the spread of illness to healthcare providers, other patients, your family and the broader community. Here is additional information on how you can help protect yourself and your loved ones. Thank you for your time and cooperation in these difficult times.

Process Steps at Entrance:

- 1) Screener will ask the patient and visitor to sanitize their hands.
- 2) Screener will provide a mask to the patients and visitor if they arrived without facial covering.
 - a. If patient/visitor has a facial covering that covers their nose and mouth securely then they can continue wearing their own.
 - b. If patient/visitor has a facial covering but it is a single layer bandana, please offer them a medical grade mask.
 - c. Masks with valves are not acceptable as they do not comply with our masking policy.
 - d. If patient cannot tolerate a mask due to medical conditions or too young to wear a mask, instruct patient/caregiver to return to car and let them know they will be contacted to see if a telehealth visit is more appropriate. *
- 3) Screener will check the patient and visitor's temperature using the approved Infrared thermometers.
- 4) Screener gives all patients/visitors a copy of *COVID-19 Protecting You and Your Loved Ones*
- 5) Screener asks patient and visitor:
Please respond to the following questions:
 - Screening question #1 (Exposure question): In the last 14 days, have you had any close contact with someone known to have Coronavirus/COVID 19 or flu symptoms? If YES, obtain their name, DOB, cell phone number and provider they are here to see. Inform the patient that they will need to wait in their car for a phone call from their physician's office.
 - Screening question #2 (Symptoms question): In the last 28 days, have tested positive for Coronavirus/COVID 19 or you had any symptoms of flu-like illness or upper respiratory illness? (Runny nose, sore throat, cough, shortness of breath, headache, fever, muscle aches, fatigue, change in taste/smell or any GI symptoms (nausea, vomiting or diarrhea)? If YES, obtain their name, DOB, cell phone number and provider they are here to see. Inform the patient that they will need to wait in their care for a phone call from their physician's office.

Screener:

Visitors with symptoms or a temperature of 99.4 (infrared thermometer) of greater will be asked to go to their car and stay there, unless they are a parent of a child or caregiver of an adult.

Patients with symptoms or a temperature of 99.4 (infrared thermometer) or greater, unless triaged by a provider at the door (Urgent Care), should be roomed immediately.

In a shared building:

If the patients answer NO to the above questions, allow patient to proceed to the practice and notify them they may be screened again at their destination.

If patient answers YES to above and is directed back to their car, the screener should do the following:

- Notify the clinic/provider where the patient was being seen that the patient failed the “front door screening” and what they failed.
- The patient’s provider will then determine if the patient may continue with the visit, convert the visit to a telehealth visit, reschedule the patient, or if COVID testing is indicated.

*** If patient has any severe acute symptoms, notify licensed staff to complete assessment and place patient in exam room immediately.**

**** On days of excessive heat or inclement weather, ensure patient can safely wait outside or in their car**