

# Navigating COVID-19 in Maestro Care

This guidance is for the following patient categories:

- Positive exposure/travel screening
- Patients under surveillance
- Rule out COVID-19 (PUI)
- Confirmed COVID-19

The COVID-19 pandemic changes are occurring rapidly, which makes it difficult to keep up with terminology, our expected response and how changes appear in Maestro Care. We created a reference document to describe Maestro Care flags, Best Practice Advisories (BPAs) and the expected interpretation/response for healthcare workers (HCW).

The screenshot shows a patient profile in Maestro Care. At the top, there is a yellow square and a green circle with 'AT' inside. Below this, the text reads 'Expected Test, Adult'. Patient details include: 'Female, 31 y.o., 11/1/1988', 'MRN: T1463464', and 'CSN: 800082227'. It also states 'Needs Interpreter: English' and 'Code: Not on file'. A search bar is present. A prominent red alert box with a warning icon says 'Positive Exposure/Travel Screening'. Other sections include 'ALLERGIES Not on File', 'Patient Class: Emergency', and 'CHIEF COMPLAINT No chief complaint on file'. At the bottom, there are fields for 'BP Temp HR Resp SpO2'.

## Positive exposure/travel screening

### **Maestro Care screening tip sheet:**

<https://covid-19.dukehealth.org/documents/maestro-care-screening-tip-sheet>

The Maestro Care communicable disease or travel screening and what constitutes a positive screen continuously changes according to CDC recommendations. Currently, a patient who meets the criteria for positive exposure/travel screening will have a flag automatically placed in the chart. This process is similar to ALL other screening tools that we complete within Maestro Care.

This is a flag to alert clinical staff to evaluate if there is a need for additional testing, quarantine or to be aware that the patient has had contact with a confirmed or suspected COVID-19 positive patient. Upon further discussion, it may be determined that the interaction the patient had does not put them at high risk for transmission. This is simply a screening tool which alerts providers to early action steps that can limit transmission (e.g., through droplets from a cough or sneeze) as soon as possible.

### **Response from person completing screen**

For a patient with a positive screen or patient who reports cough or fever:

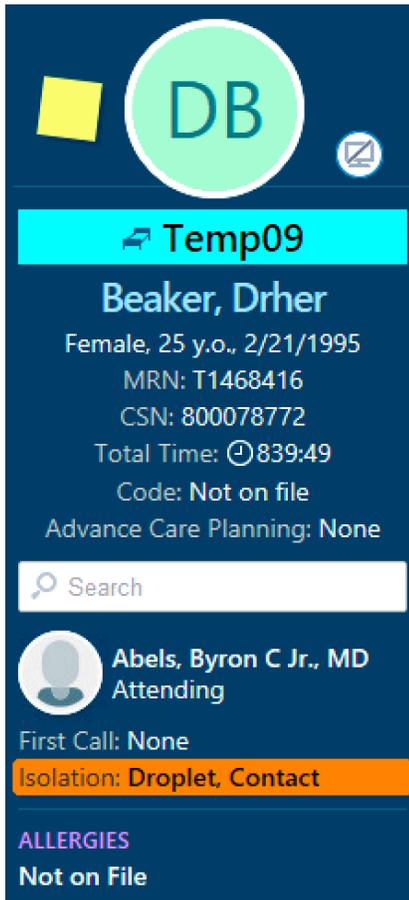
- Provide a surgical mask to patient
- Wash your hands
- Notify the next clinical staff member who will be evaluating that patient next

**What if after further discussion with the patient, reported contact with a confirmed or suspected COVID-19 positive person is incorrect and I would like for the banner to go away?**

You would need to go back to the date and time of the positive screen by clicking on that date and time. When you click the date and time it highlights the response to the questions and the response to the question can be updated. See below.

NOTE: Entering a new screening does not remove the banner, as it is set to stay for 24 hours from the positive screen.

The screenshot shows a 'Travel Screening' window with a green banner at the top stating 'The travel screening is complete for this patient'. Below the banner is a 'View previous screenings:' section with a list containing '03/27/20 0845', which is highlighted by a red arrow. To the right of this list is a 'New Screening' button. The main content area is divided into two sections: 'Communicable Disease Screening' and 'Travel History'. The 'Communicable Disease Screening' section asks 'In the last month, have you been in contact with someone who was confirmed or suspected to have Coronavirus / COVID-19?' with buttons for 'Yes', 'No / Unsure', and 'Unable to assess'. Below this, it asks 'Do you have any of the following symptoms?' with a grid of checkboxes for various symptoms. 'Cough' is checked. The 'Travel History' section asks 'Have you traveled internationally in the last month?' with buttons for 'Yes', 'No', and 'Unable to assess'. Below this is an input field for 'Enter a location' with an 'Add Travel' button. A message box indicates 'No Documented Travel' and provides instructions on how to add a trip. At the bottom right, there are 'Accept' and 'Cancel' buttons.







**Temp09**

**Beaker, Drher**  
 Female, 25 y.o., 2/21/1995  
 MRN: T1468416  
 CSN: 800078772  
 Total Time: ⌚ 839:49  
 Code: Not on file  
 Advance Care Planning: None

Search

 **Abels, Byron C Jr., MD**  
 Attending

First Call: None

**Isolation: Droplet, Contact**

**ALLERGIES**  
 Not on File

### Patients under surveillance

These patients may have been in contact with someone who has a confirmed-positive lab test for COVID-19 but the patient is asymptomatic (i.e., no cough, fever, shortness of breath, etc.).

In the community, these are the patients who would be self-isolated at their home. However, since they are in the hospital, we take extra precautions in case they do become symptomatic during the two-week quarantine period. Most of these patients will be on droplet and contact precautions. Reason for contact and droplet isolation will be “Other”.

#### **Response from healthcare team when entering the room:**

- Wear surgical mask, gown, and gloves
- Perform good hand hygiene

If the patient develops symptoms, they would fall into the next category: Rule out COVID-19 (PUI) and would be switched to the appropriate precautions.

**AT**

**B70**

**Test, Adult**  
 Female, 31 y.o., 11/1/1988  
 MRN: T1463464  
 CSN: 800082227

**Needs Interpreter: English**  
 Total Time: ⌚ 00:01  
 Code: Not on file  
 Advance Care Planning: None

Search

No assigned Attending  
 First Call: None

**Infection: Rule Out COV**

**Isolation: Special Airb**

**⚠ Positive Exposure/Travel Screening**

**ALLERGIES**  
 Not on File

### Rule out COVID-19 (PUI)

These patients are being ruled out for COVID-19 based on CDC recommendations and clinical judgement. You may hear this group of patients referred to as persons under investigation (PUI).

These patients are on special airborne/contact precautions until the COVID-19 test result returns.

In Maestro Care, this appears in the infection and isolation status in storyboard. This patient may or may not have the positive exposure/travel banner flag.

**Response from healthcare team when entering the room:**

- Limit the number of people who enter the room
- Staff should wear N95 respirator or PAPR hood, gown, gloves
- Perform good hand hygiene

If COVID-19 test result is NEGATIVE or NOT DETECTED, precautions can be discontinued. Ensure precautions are not needed for other infections C. diff, MRSA, etc.

**AT**

**B70**

**Test, Adult**

Female, 31 y.o., 11/1/1988  
 MRN: T1463464  
 CSN: 800082227

**Needs Interpreter: English**  
 Total Time: ⌚ 02:33  
 Code: Not on file  
 Advance Care Planning: None

Search

No assigned Attending  
 First Call: None

**Infection: COVID-19**

**Isolation: Special Airb**

**ALLERGIES**  
 Not on File

**Confirmed COVID-19**

These patients have confirmed COVID-19 based on lab result: DETECTED or PRESUMPTIVE POSITIVE

These patients are on special airborne/contact precautions while admitted and self-isolate when at home for recommended duration. Not all confirmed patients are admitted to the hospital. In Maestro Care, this appears in the infection and isolation status in storyboard. Notice that the infection changed from Rule out Covid-19 to Covid-19. May or may not have the positive exposure/travel banner.

**Response from healthcare team when entering the room:**

- Limit the number of people who go into the room.
- Staff should wear N95 respirator or PAPR hood, gown, gloves
- Perform good hand hygiene

Many of our confirmed patients were seen in the Emergency Departments, urgent care and clinics, and were discharged home to self-isolate. The COVID-19 infection status flag stays with the patient for 30 days to ensure that if the patient is seen in another department or clinic that they are aware the patient has/had a confirmed case of COVID-19.