

Tanner Clinic COVID-19 Protocol Update for Tuesday, March 17, 2020

For purposes of this communication, “COVID” is indicative of fever, cough, respiratory issues – along with travel/contact history. At this point, COVID swab collections are still sent to an applicable lab for actual testing. Results are 2-3 days. Actual COVID testing not yet available at the clinic or even hospitals

** Situation changes daily – Refer to this official communication before making any changes otherwise **

Questions or Input – to Cayden, ext 3826

Summary of today’s changes effective today:

1. All COVID-19 screening tests AND respiratory-only (no travel or contact history) will be done at Layton Main during the day and Layton Main and Westside Clinics during After Hours (defined as 5-9 evenings and Saturdays).
2. Kaysville and Syracuse After Hours will close. These providers will assist in Layton and Westside, doubling up the providers during After Hours – one at front seeing COVID symptomatic patients and the other seeing regular After Hours patients.
3. NO CHANGE to traditional ‘walk-in’ patients – If COVID, follow protocol. If not, still allow to be treated.

Detail of today’s changes:

1. All locations will have “door greeters” that screen EVERY patient according to the attached triage questions.
2. Phone personnel will forward concerned COVID calls to clinic hotline staff. Hotline will be open matching UrgentCare/After Hours hours. Hotline staff will screen patients according to the attached triage questions. COVID symptomatic patients will be sent to Layton Main. Others, handled as usual.
3. Layton main – daytime and After Hours
 - a. Stalls at the south end of the Layton original building (near the south entrance) will be clearly designated.
 - b. Full-time staff will be available for in-car testing as patients arrive. Monday-Friday 9 am – 9 pm. Saturdays 9 am – 5 pm.
 - c. Dedicated screening staff will follow the attached screening protocol.
 - d. COVID-based – car contact only.
 - e. All other respiratory concerns will be ushered through Layton’s South entrance and treated at the Urgent Care offices. Pediatric respiratory – After Hours only. Daytime reserved for well babies.
 - f. Non-respiratory appointments and walk-ins will be ushered through the East entrance and handled as usual. Greeter staff will also be at the East entrance to screen patients according to this protocol.
4. Westside clinic – After Hours
 - a. Stalls at the east end of the Westside building will be clearly designated.
 - b. Full-time staff will be available for in-car testing as patients arrive during After Hours hours. Monday-Friday 5-9 pm and Saturdays 9 am – 5 pm.
 - c. Dedicated screening staff will follow the attached screening protocol.

- d. COVID-based – car contact only.
 - e. All other respiratory concerns will be ushered through Westside’s East entrance.
 - f. Non-respiratory appointments and walk-ins will be ushered through the South entrance and handled as usual. Greeter staff will also be at the South entrance to screen patients according to this protocol.
5. Option is still open, with a faxed or carried order, to send patient to:
 - a. Davis Hospital drive through on north side of hospital. M-F 9-5. Fax #801 807-7060
 - b. Layton Intermountain Hospital drive-up. Hours? iCentra order or via fax #801 543-6076
 6. Physicians with high-risk patient populations are encouraged to assess need for visits and cancel or postpone as deem pertinent. Telemedicine options will be soon available to providers and patients.
 7. Treatment protocols:
 - a. COVID-facing screeners – face mask, eye shield, gown – constant. Gloves changed each time
 - b. Respiratory-facing treatment – face mask, eye shield, gown – constant. Gloves changed each time. Dedicated rooms/areas, wiped down between each patient. Patient waits in car until room/area available.
 - c. Parameters:

Symptoms for COVID-19- remember that congestion and sore throat are less common symptoms.

fever (87.9%) early on (43%) dry cough (67.7%) fatigue (38.1%) sputum production (33.4%) shortness of breath (18.6%)	myalgia or arthralgia (14.8%) sore throat (13.9%) headache (13.6%) chills (11.4%) nausea or vomiting (5.0%)	nasal congestion (4.8%) diarrhea (3.7%) hemoptysis (0.9%) conjunctival congestion (0.8%)
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HIGHEST RISK:
FEVER or COUGH or DYSPNEA or other compatible symptoms

PLUS:

ANY PERSON WITH A CONTACT of a lab-confirmed OR suspected case in 14 days

OR

History of TRAVEL OUT OF COUNTRY OR HIGH RISK STATE in past 14 days. See triage questions

MODERATE RISK:
FEVER or COUGH or DYSPNEA or other compatible symptoms

NO KNOWN EXPOSURES ND

TRAVEL to a moderately AFFECTED AREA in 14 days, or an evolving area

OR CONCERN about exposure to a suspected person

Corona Virus Process after Patient Arrival and Patient Calls Hotline

Purpose: To help control the spread of Corona Virus

March 12, 2020

Patient Calls Tanner Clinic Corona Virus hotline

Hotline Personnel Responsibilities

Q: Do you have an appointment scheduled?

Yes

Q: Who is the appointment with and what is the reason for the appointment?

No

Have not previously talked to Tanner Hotline

If patient is here for Corona Virus testing and has already set up appointment with hotline

Go to Initial Screening Questionnaire Process for Corona Virus Hotline Personnel

MA Responsibilities

- Order Flu and COVID-19 test in NextGen
- Go directly to Central Supply Store and receive gown, gloves, mask, and face shield.
- Put on PPE* and approach patient's vehicle.

* this must be put on and taken on in the correct order. See posters.

- Administer Pulse Ox and take O₂ reading (alcohol patient's finger before testing and alcohol pulse ox after)
- Administer swabs for Flu test and COVID-19
- Notify patient it will take about 20 minutes for flu results and they will be notified upon test result.

Transfer call to their provider's reception desk to complete registration

Receptionist Responsibilities
Complete Registration process via Phreesia and NextGen while patient is on phone

Q: Where are you currently parked and what type of vehicle do you have?
Q: What color is the vehicle?

Provide Fee Slip and car information to providers office to complete testing

Results:

Flu = Positive

O₂ = > 90% for adult patient

O₂ = > 93% for Pediatric patient

Send to PCP or other provider with mask if needed.

No need to start a new appointment if continuing with same provider

Results:

Flu = Negative

O₂ = > 90% for adult patient

O₂ = > 93% for Pediatric patient

Send home. Instruct that if shortness of breath becomes severe, go to hospital

Results:

Flu = Negative

O₂ = < 90% for adult patient

O₂ = < 93% for Pediatric patient

Send directly to hospital ER with order.

Davis Fax: 801-807-7060

IHC Layton Fax: 801-543-6076

Purpose: To help control the spread of Corona Virus

Initial Screening Questionnaire for Corona Virus Hotline Personnel

March 17, 2020

