

Tanner Clinic COVID-19 Protocol Update for Friday, March 20, 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 now take up to 7 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

3-20-20 change summary:

1. We were told yesterday that a car-based test for COVID-19 came back positive. MA was in full PPE and therefore not at risk. Patient never entered the building. Triage efforts are working – and important. Thanks to all who are making this happen.
2. Telemedicine. Can be used for regular visits as well as COVID-based communications. A description and how-to memo is being prepared. Should come out Monday. FaceTime and Skype is authorized. For now, non-video calls are not. Hope that changes soon. Use your best judgement. Doxy.me and Zoom seem to be the easy and free ones others are using if you want to play around with those now. See billing instructions below in the 3-18-20 update.
3. Layton main is now issuing wrist-bands to patients as they enter as indication to personnel that patient has been asked the screening questions at the door. Satellites will quickly follow. Reminder: Besides Layton and Westside, COVID-symptom respiratory patients shouldn't be entering at all.
4. We have dire and continual need for door screener personnel at each site. If your supervisor/director clears you to help out or you wish extra hours, we could use your help. Trying to leave this for those who need hours before a stronger approach to assign risk-averse staff.
5. Pediatricians will be on-site at Westside during day and at Layton main during After Hours hours to help with Pediatric respiratory patients. Pediatric patients walking-in at Layton during the day will be given the choice to stay or drive to Westside.
6. County health department reports that some patients have been instructed to call them for test results. All COVID-19 test results will be reported back to the provider for communication to the patient.
7. LabCorp is the reference lab that is processing our COVID-19 samples. Their turnaround time is currently about 7 days, though some results come back much sooner. Rather random. They are working to get faster.
8. The clinic Infectious Control committee met last evening to review the newly-published guidelines on non-essential medical service. The committee recommends careful evaluation of the following:
 - i. Well care visits, annual be postponed or performed by telemedicine means for at least 2 weeks, but probably longer.
 - ii. Screening mammograms be postponed.
 - iii. Routine elective surgeries be postponed: those named include carpal tunnel release, EGD, colonoscopy, cataracts, endoscopies.
 - iv. All department chiefs evaluate surgery performed and assess need of surgery and triage risk of patients per known COVID risk factors.
9. New ICD-10 code for “COVID-19” starting April 1 - U07.1

10. Patients who are turned back to their cars for testing will be given the attached half-sheet flyer outlining what to expect from there.

3-18-20 change summary:

1. Westside clinic will join Layton main as an additional site for respiratory-only servicing. So – Layton main AND Westside, day and After Hours, will be our COVID-car testing and respiratory screening sites. Thank you, Westside!
2. Telehealth visits are now 'okay' via FaceTime and Skype. Still also testing out other platforms with hopeful additional direction out soon. See attached for how-to on Telehealth document in NextGen. However tele-communicate, can charge appropriate E&M and add '02' place of service and '-95' modifier (which the NextGen template does for you)
3. Providers – if not getting these updates via text to click on, be sure to unblock phone number 801 784-4178 which is the number from which these are sent (which means you aren't getting THIS one either so someone may have to tell you that). Employees – updates come from 888 416-1783 so be sure to unblock that number.
4. Intermountain COVID referrals – if sending patient to Layton Intermountain hospital for testing, be sure to use the attached "Intermountain Central Laboratory" form and fax to 801 543-6076. They say testing is compromised if not accompanied by that form.
5. Well visits – no clinic-wide direction to curtail well-visits, even with elderly population. At this point, patients and docs will choose their own course with this.
6. Sick/Well docs Urgent Care – Layton and Westside, day and night, divide their providers into those treating COVID-car/respiratory patients (in full PPE all day – see treatment protocols below) and those treating all other Urgent Care patients.
7. The triage and testing protocol have been updated. Please see attached.

3-17-20 change summary:

1. All COVID-19 screening tests AND respiratory-only (no travel or contact history) will be done at Layton Main AND Westside Clinic during the day and 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 possibly respiratory other 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 and respiratory patients will be sent to Layton Main or Westside. 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 (updated) 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. **This Pediatric part may change. Stay tuned.**
 - 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 – **daytime and** 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. Monday-Friday 9 am – 9 pm. Saturdays 9 am – 5 pm.**
 - c. Dedicated screening staff will follow the attached (updated) 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. **As of 3/17 this drive through was closed due to running out of supplies.**
 - b. Layton Intermountain Hospital drive-up. Hours? iCentra order or via fax #801 543-6076. **As of 3/18 this drive through is still open and ramping up to do loads of tests. Be sure to use the attached form for Intermountain testing.**
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%)	myalgia or arthralgia (14.8%)	nasal congestion (4.8%)
dry cough (67.7%)	sore throat (13.9%)	diarrhea (3.7%)
fatigue (38.1%)	headache (13.6%)	hemoptysis (0.9%)
sputum production (33.4%)	chills (11.4%)	conjunctival congestion (0.8%)
shortness of breath (18.6%)	nausea or vomiting (5.0%)	

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