

## Tanner Clinic COVID-19 Protocol Update for Monday, March 23, 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

### 3-23-20 change summary:

1. Contagion Exposure Risk template – see attached for a template that helps document Patient Contagion Exposure Risk.
2. Phone triage – we will soon begin involving MDs/APCs on certain COVID-symptom triage calls for enhanced patient assessment. Complexity of screening for best patient servicing suggests such. FP department will put schedule together on who is covering the line. Walk-in patients who display symptoms will continue to be sent back to their cars to call hotline for phone triage.
3. Provider schedule changes – per the Friday update, and on their own, we are beginning to see providers and departments of providers make schedule changes to accommodate both sick and well patients via telehealth visits or on-site visits as the case demands. Specialists – please be sure to stay contactable for the primary care providers who will still need to consult with you on their patients. A communication on practice reductions/closures will be forthcoming. This will be kept as up-to-date as possible.
4. Telemedicine – tomorrow there will be sent to providers a communication detailing Telemedicine options and instructions for getting started. Providers are asked to respond today to survey link sent out today on Telemedicine desires and needs.
5. Patient/staff safety – short of government or clinic mandated closures, providers are asked to please consider the safety and well-being of patients and staff in how/if you continue to see patients.
6. Employee health – just as we triage patients entering our buildings, staff should be upfront with their own health and arrange with their supervisors to stay home if they are experiencing COVID symptoms.
7. Davis ER – Davis no longer does drive-through COVID testing and is reserving their resources for inpatient needs. Please don't send patients there for testing. In fact, they may send patient HERE for patient care that doesn't warrant ER or admission action.
8. Out of work - if you find yourself short on hours due to reduction of work, you will first look to your PTO for coverage, then 'go negative' for the year if needed. Pay for COVID-based missed work beyond PTO will only be granted where the health department has interacted and asked you to quarantine for a given period of time due to a work-related exposure.

### 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.