

## Tanner Clinic COVID-19 Protocol Update for Monday, March 30, 2020

For purposes of this communication, "COVID" is indicative of fever, cough, respiratory issues – along with, but less and less so, travel/contact history. At this point, COVID swab collections are still sent to an applicable lab for actual testing. Results now seen back in 2-3 days. Actual COVID testing not yet available at the clinic. Always exploring options for this to change.

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

Questions or Input – to Cayden, ext 3826

### 3-30-20 change summary:

1. If calling 911 with a suspected COVID patient, let them know at the time of the call.
2. Provider leaving early for the day? Please let CS supervisor know to see if MA can be used elsewhere.
3. Davis hospital update on COVID Testing Guidelines. See attached.
4. Home isolation after COVID testing. See attached from Candice Smith.
5. Please be aware of touch points for patients and wipe down often.
6. Employee protection – please wear masks if ever you feel exposed and in need of protection
7. Providers – please don't instruct symptomatic patient to go straight to parking lot for COVID triage. Each patient now gets a TeleTriage visit by an FP, who will determine sending them there, and will undergo another visit by the respiratory doc. IF the patient gets to the parking lot on their own, we will handle it with them then.
8. Tele-visit billing. Be sure to follow the e-billing protocol (billing template) sent last week for proper billing of Tele-visits.

### 3-27-20 change summary:

1. Pharmacy letter – Please see attached letter from Shawn Spriggs about prescribing medications.
2. Missionary quarantine – for providers who are getting questions about returning 'LDS' missionary quarantine guideline, please see attached from Candice Smith.
3. Chest xrays update from yesterday's update – patient need to carry a hard copy order, wear a mask and check in at hospital main entrance rather than ER tent.
4. Telemedicine Letter – Please see attached letter from board member, Ben Humpherys.
5. Triage protocol change – The COVID hotline is transitioning to more doctor Tele-Triage to better assess medical needs and appropriately route patients. This starts Monday. See attached set of triage protocols for details.

### 3-26-20 change summary:

1. Patient-only. From whatever work position, please encourage patients to not bring anyone to their appointments that aren't absolutely necessary to be there.
2. Telemedicine! The doxy.me platform is working well. All providers and offices would be wise to consider using it, where applicable, for patient care. It will keep us connected to our patients, and them to us.