

# Tanner Clinic COVID-19 Protocol Update for Tuesday, April 21, 2020

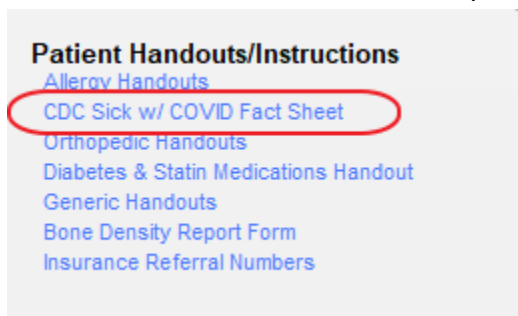
Questions or Input – to Cayden, ext. 3826

## 4-21-2020 change summary:

1. As the process for screening patients now includes additional symptoms mentioned in the last update, there has been further clarification on who should be tested. Please see the attached Updates on Testing document.
2. The clinic has recently received information regarding the “Open Up America Again” directive. This is a 3-stage process that can be adapted by the state of Utah as needed. Please see the attached Guidelines For Opening Up America document or go to <https://coronavirus.utah.gov/utah-leads-together/> for more information.

## 4-15-2020 change summary:

1. Effective immediately, and upon UDOH recommendation, patients will now be screened for COVID-19 based on the following symptoms: cough, shortness of breath, fever, body aches, runny/stuffy nose, sore throat, or diarrhea. Note: NO LONGER AND, BUT OR. Screeners will continue asking patients if they have traveled outside the state in the last 2 weeks or had contact with anyone that has or is suspected to have the Corona Virus. Please see attached updated door screener Flowchart.
2. A workflow has been created to help providers follow-up with patients who have tested positive for COVID-19. Please see attached Flowchart.
3. Davis Hospital is now testing symptomatic (with updated criteria) patients for COVID-19 in their drive-through with/without an order. Wherever it makes sense, we still prefer to test our patients with OUR process so that results are automatic to our EMR and our patients are tracked by us.
4. Testing capacity – the state has produced “plenty” of COVID test kits. We are seeking out a “plentiful” level at the clinic as well. Especially with the expanded symptoms list, please no longer hesitate to order COVID testing for any symptomatic patient. (See attached UDOH guide received today for additional info)
5. The COVID Fact Sheet is now in the patient handouts section of EMR to be sent by portal if you wish



6. Phenomenal efforts are being made by staff to reduce costs where it is applicable. Thank you. With reduced productivity, there is less work to do. HOWEVER, please be cautious in reducing staff that otherwise help produce revenue. We needn't do that.

## 4-09-2020 change summary:

1. Please ensure that all patients with respiratory symptoms are seen in the Respiratory Urgent Care locations and that PPE is worn even if patients tell you they have tested negative for COVID-19.
2. Westside will no longer be providing Respiratory UC. All will be done in Layton until further notice due to PPE preservation and reduced volumes in car testing and respiratory clinic.
3. **All COVID testing will be ordered by tele-triage provider and no longer by the respiratory UC provider. Flu tests if needed will also be ordered by Tele-triage provider. Please see attached updated Flowcharts**
  - a. We will no longer do Flu tests on all patients being tested for COVID unless ordered by tele-triage provider

#### **4-06-2020 change summary:**

1. OCR Investigator Fraud Alert: Fraudulent individuals trying to acquire HIPAA related info. Please see attached image.
2. From Davis Hospital:
  - a. "This morning we will be reopening our drive thru testing center. While we have increased ability to run the test there is still a significant shortage of supplies needed to collect samples. We have set aside a significant number to be available for future use of Inpatients and the ER. The remainder of our supplies we intend to use to support the States effort in hope of reducing the spread of the virus. As we did previously we will require a prescription from a physician and request that they follow the CDC guidelines for testing."
3. Pediatrics Respiratory Urgent Care will now see patients in the Layton Respiratory Urgent Care location rather than Westside. This starts tonight at 4 PM. Their hours are M-F 4 PM – 8 PM and Saturday 9 AM – 4 PM.

#### **4-03-2020 change summary:**

1. The door screening protocol has been updated to require tele-triage visits for all patients with COVID Symptoms or travel history outside Utah or contact with anyone that is suspected or confirmed to have COVID. All locations will also check temperatures of everyone entering the building to make sure their temperature is below 100° F. (see attached Screener Flowchart for details)
2. Telehealth reminders:
  - a. Please make sure to notate that the visit was done via tele-health
  - b. If you are doing Tele-Triage, please do not enter in the order for FLU or COVID. That will be done by the Respiratory UC provider. You are only referring them to the COVID testing site, not overseeing the process.
  - c. If you are doing telehealth, please ensure that you've given your telehealth waiting room address to Susan Fowers and have talked with appointments to set your telehealth schedule.

#### **4-02-20 change summary:**

1. Changes are constant, the present is scary, the short-term future is unknown. We can only do what we know to do, and can do it better, together. Support each other. We WILL get through this!

2. Crisis counseling - Dr. Christiansen is available for one-session crisis counseling via doctor-referral only for either employees or current patients in crisis need. We also have Victoria Thompson, LCSW in Westside that wants to help.
3. TeleTriage change – See attached letter and triage protocol that details changes to provider involvement in teletriage.
4. ALL respiratory issues should have careful hands-on care with respiratory care docs at south entry Layton and east entry Westside before entering buildings. Triage docs will orient patients such.
5. Schedulers – for full day coverage, access to all schedules, understanding of processes, etc. our Scheduling staff will remain point on patient scheduling. Please don't attempt takeover in offices.
6. Teletriage docs – don't do the test ordering if sending to parking lot care. The respiratory doc will order.
7. Layton IHC hospital no longer does COVID testing – see attached.
8. Name badge proof – no projections of policing yet, but with increasing “stay home” orders by counties, wouldn't hurt to have your name badge with you in case anyone questions the 'essential' need for you to be out.
9. Re-use masks? If utilizing a custom-color mask, be sure to wash it daily and be careful where you set it and how you handle it.