

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 Brandon, ext 7382

#### **4-02-02 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.

#### **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.