

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

#### **4-03-2020 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,