

8-9-10, Screen Them Again

- 8** TCONS
- 9** Live Patients
- 10** Minutes Cleaning Time

Screen all live patients for symptoms and exposure, and review their chart for COVID-19 testing information. If a patient is a PUI or positive, please reschedule and/or offer a virtual visit.

COVID-19 + or PUI with urgent needs can access care through the ER or Ophthalmology.

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Scheduling

No more than **8 telephone appointments** and **9 live patient appointments** per day with **10 minutes** cleaning and DRT time between appointments.

Screening

With the opening of the regional call center and online booking, we must ensure patients are **properly screened** before coming to the clinic.

Review Patients' Charts

Review "Lab" tab in patients' charts to see COVID-19 test results or if a test is pending

Search patients' charts via the Health Connect Toolbar for "COVID" to see all related information and communications

If patient has tested positive for COVID-19 in the last 21 days, a large yellow alert pop-up screen will appear

If a Patient Under Investigation (PUI) or COVID-19 positive patient is on your schedule, please notify your manager immediately.

Phone Screening

Use TCON appointments and/or work with OAs to screen all patients by phone/email with the following questions **before** appointments:

1 Have you tested positive for COVID or been exposed to someone who has tested positive in the past 2-14 days?

If you or someone you have been in contact with has tested positive for COVID-19, please reschedule your appointment for at least 4 weeks after your diagnosis date/the date of last contact.

2 Have you had a fever, cough, shortness of breath/difficulty breathing, chest pain, sore throat, congestion or runny nose, fatigue, muscle or body aches, headache, nausea or vomiting, or diarrhea within the last 3 days?

3 Have you or your family members traveled to high impact areas such as New York, Florida, Arizona, Detroit, or internationally?

4 Have you experienced a change in taste or smell recently?

5 Are you waiting for a COVID test result?

If so, please refrain from coming in until your test results are confirmed negative.

Encourage patients who answer "yes" to any of these questions to reschedule and/or offer a virtual visit. COVID-19 positive patients or PUIs with urgent needs can access care through the ER or Ophthalmology.

As new information becomes available, we may need to adjust our recommendations, and we are prepared to work in partnership to do so. Until then, we have a right and responsibility to protect ourselves, our coworkers, and other patients from unnecessary risk.