COVID-19+ Patient or PUI Identified at Building Entrance

1. COVID-19+ patient or Person Under Investigation (PUI) will be provided with a surgical mask to place over their nose and mouth. Hand sanitizer should also be provided.

2. Patient will be asked to wait at the building entrance/lobby, with at least 6 feet distance from other patients and visitors, while the patient’s clinical destination is contacted.

3. Screening staff will TigerText/Call the patient’s clinical destination to alert them of patient arrival and positive screen.

4. The designated staff member* (DS) at the patient’s clinical destination will be alerted, and will notify the provider scheduled to see the patient.

Has the provider pre-approved** COVID+ or PUI in-person visit?

No

Yes

1. The DS will notify the provider scheduled to see the patient and provide screening information.

2. The provider should contact the patient at the building entrance or waiting area via phone to assess medical necessity of in-person visit.

3. The provider will decide if scheduled in-person visit should proceed with safety precautions, patient should be sent for COVID-19 testing, or patient should be rescheduled for future in-person or telehealth visit based on medical necessity and the patient’s immediate clinical needs.

4. The provider should notify the DS of the plan of care for the patient.

Has the provider decided to proceed with in-person visit?

No

Yes

1. The provider should refer the patient for COVID-19 testing or reschedule the patient for a future in-person or telehealth visit.

2. The provider should speak with the patient via phone, while the patient is at the building entrance, to address their concerns, discuss next steps, and communicate clearly that the provider is still caring for the patient and will ensure follow up. This phone encounter should be documented in the patient’s medical record.

*Designated staff member (DS) may be the floor captain, clinical/nurse manager, or other identified staff member.

**Once a provider has decided to schedule an in-person visit with a COVID-19 positive patient or PUI, the clinic designated staff member (DS) should be notified of the pre-approved visit. “COVID Protocol” may be placed in the schedule comments section in Allscripts.