

MedStar Primary Care COVID-19 Front Desk Screening Protocol (Checking Patient in for Appointment)

When patients and visitors arrive (for any reason, including LabCorp blood draw):

- PROVIDE MASK:** Ensure the patient and visitor are properly wearing a mask over mouth and nose*
If either patient or visitor do not have a mask, provide an Under Armour Mask and instruct in use (**NOTE: patients with COVID-19 symptoms or fever should wear a procedural mask**)
- SCREEN FOR COVID-19:** If your location takes patient/visitor temperatures, proceed with obtaining temperatures (NOTE: this is not a required step for all offices). If temperature >100.0, proceed to "Yes" below. If temperature is not known or is <100.0, ask both patient and visitor:

"In the past 10 days, have you had any of the following symptoms:
fever/feel feverish, new or worsened cough/shortness of breath, sudden loss of taste/smell, headache, sore throat, congestion/runny nose, body aches, fatigue, chills, diarrhea, nausea, or vomiting?"



If patient screens positive for symptoms or has a temp >100.0, patient might have COVID-19 (positive screen):

- Replace patient’s personal or Under Armour mask with a procedural facemask; instruct to place over nose and mouth.
- Notify CMA to immediately room patient in a room with the door closed.
- CMA or PSC should Immediately notify a provider or triage nurse that patient screened positive*. (If non-urgent or not requiring in-person evaluation, provider may reschedule to telehealth visit, delay until patient has recovered, and/or test/refer for testing.)

**High volume sites may proceed with visit as scheduled if provider unavailable for consultation at each +screen.*

If visitor screens positive for symptoms or has a temp >100.0, visitor might have COVID-19 (positive screen) alert provider or triage nurse.

- Replace visitor’s personal or Under Armour mask with a procedural mask; notify provider.

Screening (continued – ask all three questions):
 “Do you live with someone who tested positive, was diagnosed with, or has a pending test for COVID-19 in the past 24 days?”
 “Have you tested positive, been diagnosed with, or have a pending test for COVID-19 in the past 10 days?”
 “Were you hospitalized for COVID-19 in the past 20 days?”

COVID-19 Alert (positive screen)

Replace patient’s/visitor’s personal or Under Armour mask with a procedural facemask; instruct to place over nose and mouth. Patient/visitor should wait in waiting area.

Immediately notify a provider or triage nurse that patient or visitor screened positive for exposure to the virus, recently tested positive, or has a pending test. (Provider input required to proceed with visit or reschedule.)

Yes (to any) ↓

No (to all) ↓

Patient may proceed with in-person visit.

If exam room unavailable, patient may wait in waiting room six feet apart from others with personal or Under Armour face mask over mouth and nose.

Face Mask Exceptions: Patients under age 2, or who have trouble breathing, are unconscious, incapacitated, or unable to remove mask without assistance do not need a mask. Personal masks with valves should be replaced with a procedural mask.

MedStar Health Associates with COVID-19 symptoms should call the Occupational Health call center at **1-844-354-3705** for immediate RN phone screening and instructions on how to proceed if COVID-19 testing is indicated.