

MedStar Ambulatory Specialty Office (NON-Urgent Care/Primary Care)

COVID-19 Front Desk Screening Protocol and Scripting:

Checking Patient in for Appointment

When all patients and visitors arrive to the site:

1. **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. *Personal mask with an exhalation valve must be covered by a procedure mask or replaced with an Under Armour mask*
(NOTE: patients with COVID-19 symptoms or fever should wear a procedural mask)
2. **SCREENING:** 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:

“Do you currently have any of the following:
fever/feel feverish, **OR** new or worsened cough/shortness of breath **OR** sudden loss of taste/smell,
OR two flu-like symptoms (body aches, shaking chills, headache, sore throat)?”

Yes

No

Provide patient or visitor with a procedural face mask and instruct to keep over both mouth and nose.

If patient’s primary reason for the visit is related to one of the symptoms above: Contact the provider for assessment regarding completing or rescheduling the visit.

If patient’s visit is unrelated to the symptoms above: Consult provider to consider delaying in-person visit, and:

- Refer patient to primary care or Urgent Care office for evaluation and possible testing.
- Reschedule visit as Video Visit or Virtual Check In via telephone if appropriate.

Note: If visitor answers yes to any screening questions and the patient is able to complete the visit, recommend the visitor wait outside of the office (e.g. in their car) until the patient is ready for discharge.

“Do you live with some who tested positive for COVID-19 or who has been told to isolate at home because they might have COVID-19 in the past 14 days? **OR** Have you tested positive for COVID-19 in the past 10 days?”

Yes

No

Provide patient with a procedural facemask and instruct to keep over mouth and nose.

If recent positive test: consult provider and consider delaying in-person visit for 10 days from date of symptom onset; may reschedule as video visit.

If living with a COVID-positive person: consult provider and consider delaying in-person visit for 14 days from date of positive test; may reschedule as video visit.

“We can check you in as usual. If you have any questions, please bring them up with your provider.”

Provide patient with Under Armour facemask.

Register patient as usual.

Face Mask Exceptions: Do not place a face mask on anyone who has trouble breathing, is unconscious, incapacitated, or unable to remove a face mask without assistance. Do not place a face mask on a child under age 2.

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.