



Visitor/ Ambulatory Patients Screening Protocol and Script: Hospital Locations

HOSPITAL ENTRY SCREENING DESK:

*"Are you arriving for an outpatient appointment on campus or are you a visitor?
For your safety and the safety of our patients and staff, we are screening all individuals who enter the hospital building. Do you have:*

- 1.) Cough?**
- 2.) Shortness of Breath or Difficulty Breathing?**
- 3.) Loss of Taste or Smell?**
- 4.) Headache?**
- 5.) Chills?**
- 6.) Muscle or body aches?**
- 7.) Sore throat?**
- 8.) Do you have a household family member/roommate who has recently tested positive for COVID?**

I would like to take your temperature."

Does the individual have symptoms, a positive COVID-19 household member and/or a temperature >100.0?

Yes

No

Is the individual a visitor or an outpatient?

For OUTPATIENTS:

ACTION: Provide a *medical grade* mask for the individual to wear.*

"Because of your elevated temperature and/or symptoms, please wear this mask. We will need to call your provider's office at the front desk before you proceed."

For VISITORS:

"Because of your elevated temperature and/or symptoms, we cannot permit you to go further for your safety and the safety of our patients and staff. Please consider:

- Calling your primary care doctor,
- Scheduling a MedStar eVisit (medstarhealth.org/eVisit), or
- Visiting a MedStar Health Urgent Care (no call ahead is needed, but you can make an appointment online to reduce waiting time)"

For VISITORS and OUTPATIENTS

ACTION: Provide an Under Armour or non-medical mask for the individual to wear.*

"Please use hand hygiene and proceed to the front desk."

NOTE: All visitors must be approved by the hospital VPMA, CNO or their delegate for specific circumstances detailed in the Updated Temporary Visitor Restrictions during COVID-19

*If the patient already has an appropriate mask, a mask does not need to be provided.