MedStar Health

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 check in for their appointment:

1. MASK

→Ensure the patient and visitor are properly wearing a mask (without an exhalation valve) over mouth and nose

→If either patient or visitor do not have an appropriate mask, provide an Under Armour Mask and instruct in use

2. SCREENING

→If your location takes patient/visitor temperatures, proceed with obtaining temperatures. If temperature >100.0, proceed to "Yes" below. If temperature <100.0, or no temperature check, 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 <u>two</u> flu-like symptoms (body aches, shaking chills, headache, sore throat)?"

Ensure our Visitor Policy is followed If visitor is not facilitating or supporting the patient during care they should not be in our clinic.

Yes | No

Yes branch:

Ensure patient has a procedural facemask.

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: Visit cannot be completed as scheduled today.

- 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: MedStar Health associates should be instructed to call the Occupational Health call center at 1-844-354-3705 for immediate RN phone screening and instructions on how to proceed if COVID testing is indicated.

No branch:

"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 last 10 days?"

Yes | No

Yes:

Ensure patient has a procedural facemask.

Visit cannot be completed as scheduled today due to COVID-19 symptoms or exposure.

Reschedule visit as Video Visit or Virtual Check In via telephone.

No:

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

Register patient as usual.