

COVID-19: BCCH ED ENTRANCE SCREENING SCRIPT

Document Owner(s): Patient Experience; Professional Practice
Department: BCCH ED

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Date Approved:

Performed By: BCCH ED Entrance Screeners

Other Roles Involved:

Process Summary: Items in red are suggested script for screeners and protection services personnel situated at the ED front entrance vestibule.

#	Major Steps	Details/Pictures/Visuals	Rationale, Quality or Safety Considerations	Resources
1	Clarifying need for ED entry	Are you here for an Emergency Department visit? Redirect to other care areas if needed.	Many visitors are looking for another CW location or entrance.	Campus Map
2	Review: COVID-19 Entrance Screening Protocol	Proceed with suggested script as in Step 2 on the COVID-19: Entrance Screening Protocol		COVID-19 Entrance Screening Protocol
3	ED specific entry restrictions	Addendum to the Entrance Screening Protocol mentioned above, in the Emergency Department context add the following suggested script. If the patient is presenting with more than one caregiver: "We ask that only one caregiver enter into the emergency department. Switching of caregivers will not be allowed, so please choose the most appropriate caregiver for the duration of your Emergency visit."	Families presenting to the ED are often unaware of the restrictions and present with both parents, for example. Switching caregivers defeats the purpose of limiting visitors into the department.	Visitor Policy
4	Ministry of Health directive	The caregiver(s) may insist upon more than one caregiver and cite reasons for their need of two or more caregivers. Please reiterate: "We understand it is very stressful to come to the Emergency department. These restrictions are a directive from the Ministry of Health. For now, we would ask that only one caregiver proceed into the department while the other caregiver(s) wait	Affirming the caregiver(s)' stress shows empathy for the real burden that limiting visitors has on families. Referring to the Ministry mandate deflects any perception of the policy	

		outside. If the ED clinical team determines that two caregivers are needed we will let you know.	being personal while allowing us to express that there are compassionate exceptions that will be reviewed.	
5	Involving clinical staff	If you receive further resistance to the visitor restriction policy you may at this point ask the family to remain in the vestibule and involve the Charge Nurse or Triage Nurse for their clinical input.	As a last resort as it takes times away from the ongoing care of patients in the department.	
6	Security involvement if required	In the event of abusive language or behaviour, call security as outlined in the COVID-19 Entrance Screening Protocol.		COVID-19 Entrance Screening Protocol
7	Clinical staff communication to screeners	Clinical staff will make every effort to inform Screeners of any known exceptions to the visitor restrictions. (I.e. In the event on an incoming trauma or active resuscitation.)	Speak with the charge nurse if you are unsure if a visitor fits this description.	

Cross-References

[COVID-19 Entrance Screening Protocol](#)

References

- [COVID-19 Screening and Testing Algorithm](#)
- [CW Visitor Restriction Policy](#)
- [Personal Protective Equipment](#)
- [How to Wear a Face Mask](#)
- [CW Guideline Physical Distancing at Work](#)
- [Physical \(Social\) Distancing With Co-workers, Patients, Families and Visitors During Coronavirus Disease \(COVID-19\)](#)

Definitions

- **Designated Caregiver/Supporter:** Is a person that will remain with the patient throughout the admission.
- **Visitor:** A person accompanying a designated caregiver/supporter who is not direct support for the patient/client. Child visitors, such as siblings of other family, are NOT able to visit at this time. Any exceptions to above will be communicated to screeners via the screening coordinator team.

Version History

DATE	DOCUMENT NUMBER and TITLE	ACTION TAKEN
17-Nov-2020	C-05-14-60859 COVID-19: BCCH ED Entrance Screening Script	Developed by CW COVID Working Group

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