

## Standard Work: Telephone Screening Steps & Script for COVID-19: Ambulatory Clinic Clerks and Medical Office Assistants

**Document Owner(s):** Professional Practice  
**Department:** CW Policy Office

**Created:** April 16, 2020  
**Last Revised:** April 17 2020

**Date Approved:** April 17 2020

**Performed By:** Ambulatory Clinic Clerks and Medical Office Assistants

**Process Summary:** During COVID-19 pandemic all ambulatory clinic clerks and medical office assistants are expected to routinely screen patients for signs of infection, self-isolation and travel history. This can be done either by phone or in person.

**Objective:** To provide step-by-step screening process and scripts (in red text)

#	Major Steps	Details/Pictures/Visuals	Rationale, Quality or Safety Considerations	Resources
1	<b>Ensure correct cleaning supplies, precaution signs and products are available.</b>	We currently recommend keeping the following items at your desk: <ol style="list-style-type: none"> <li>1. Surgical Masks (to be kept behind your desk and offer to patients and caregivers who meet the above criteria)</li> <li>2. Hand sanitizer</li> <li>3. Tissues</li> <li>4. Gloves</li> <li>5. Disinfectant wipes</li> <li>6. "Droplet and Contact" and "Airborne" Isolation Precaution signs</li> </ol>	Public areas such as waiting areas are cleaned by housekeeping staff.	
2	<b>Clean own desk area</b>	Use the gloves and disinfectant wipes to wipe down all surfaces you may touch during your work shift. This includes phones, keyboards, mice, desk surfaces, doorknobs and light switches. Repeat this during your shift and at end of work day.	Clean own desk area at beginning, during, and after shift/work.	
3	<b>Obtain patient and support person screening form</b>	COVID-19 Patient and Support Person Screening Form (available on <a href="#">ePOPS</a> ) <ul style="list-style-type: none"> <li>- Add patient label to form</li> <li>- Record answers on form and keep form in chart</li> </ul>		<a href="#">ePOPS</a>
4	<b>Telephone screening (with reminder phone calls or if patient calls to confirm):</b>	<p><i>"We are screening all clients and families for signs and symptoms of COVID to protect our patients and staff. I am going to ask you some questions.</i></p> <p><i>"Do you have a fever, new or worsening cough, shortness of breath, rhinorrhea, nasal congestion, loss of sense of smell, sore throat, painful swallowing, headache, muscle aches, fatigue, loss of appetite, chills, vomiting, or diarrhea?"</i></p> <p><i>"Have you been instructed in the last 14 days to self-isolate for any of the</i></p>		PHSA staff resources on COVID-19: <a href="http://www.phsa.ca/staff-resources/covid-19-resources-for-staff">http://www.phsa.ca/staff-resources/covid-19-resources-for-staff</a>

		<p><i>following reasons:</i></p> <ul style="list-style-type: none"> <li><i>a. Travel outside of Canada in the last 14 days</i></li> <li><i>b. Contact with someone known to have COVID-19 in the last 14 days</i></li> <li><i>c. Testing positive for COVID-19 and are waiting for results”</i></li> </ul>		
5	If response to ALL of the above questions is ‘NO’	<p>➤ <b>If they say “no”</b> to all of the above, continue with your usual check in procedure.  <b>You do not need to proceed further with this document.</b></p>		
6	If response to any of the above questions is ‘YES’	<p>➤ <b>If they say “yes”</b> to any of the above,</p> <p><i>“Thank you for answering my questions. I am going to notify the physician (or nurse) about these answers and will call you back with their recommendation on next steps”</i></p>		
7	Inform physician or nurse of the answers/responses	<p>Physician or nurse will assess the information above as well as the urgency of the appointment and will provide guidance for further communications with patient and family. Patients cannot be denied care.</p> <p>In general, for non-urgent appointments, Infection Prevention and Control (IPAC) would recommend postponing the appointment. If a parent is unwell, but patient is symptom free, please see if another caregiver can bring the child.</p> <p>Depending on the situation, the clinician may recommend either seeing the patient using appropriate IPAC practices or asking the patient to call 811.</p>		
8	Rebooking urgent appointments	<p><u>If the appointment cannot be postponed, plan to:</u></p> <ul style="list-style-type: none"> <li>• Book appointment at the end of the clinic (last patient of the clinic)</li> </ul> <p><i>“The physician (or nurse) has informed me to book you an appointment at the end of the clinic day. Are you able to come in at [appt. time] today?”</i></p> <p>If yes then, <i>“Okay then we will see you at [appt. time] today. When are you arrive that the hospital you will be greeted at the door by our staff. They</i></p>		

		<p><i>will ask you some more questions and will direct you to the clinic. At this time we are restriction visitors to the hospital. Only you (and your child) are allowed on site. Please note we are <u>not</u> allowing additional siblings to accompany you at this time."</i></p> <p>➤ Place patient on appropriate precautions upon arrival (single room and implement Droplet and Contact or Airborne isolation precautions) and place patient 2 meters from others</p>		
9	Rebook non-urgent appointments	If appointment can be rebooked for a later date then proceed with booking.		

## Cross-References

COVID-19 Patient and Support Person Screening Form: [ePOPS](#)

## Version History

DATE	DOCUMENT NUMBER and TITLE	ACTION TAKEN
17-Apr-2020	C-0506-12-60617 Standard Work: Telephone Screening Steps & Script for COVID-19: Ambulatory Clinic Clerks and Medical Office Assistants	Developed by CW COVID Response Working Group; Approved by Professional Practice Director

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