

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

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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	Ensure correct cleaning supplies, precaution signs and products are available.	We currently recommend keeping the following items at your desk: <ol style="list-style-type: none"> 1. Surgical Masks (to be kept behind your desk and offer to patients and caregivers who meet the above criteria) 2. Hand sanitizer 3. Tissues 4. Gloves 5. Disinfectant wipes 6. "Droplet and Contact" and "Airborne" Isolation Precaution signs 	Public areas such as waiting areas are cleaned by housekeeping staff.	
2	Clean own desk area	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	Obtain patient and support person screening form	COVID-19 Patient and Support Person Screening Form (available on ePOPS)		
4	In-Person screening (with reminder phone calls or if patient calls to confirm):	<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: http://www.phsa.ca/staff-resources/covid-19-resources-for-staff

		<p><i>following reasons:</i></p> <ul style="list-style-type: none"> a. <i>Travel outside of Canada in the last 14 days</i> b. <i>Contact with someone known to have COVID-19 in the last 14 days</i> c. <i>Testing positive for COVID-19 and are waiting for results”</i> 		
5	If response to ALL of the above questions is ‘NO’	<p>➤ If they say “no” to all of the above, continue with your usual check in procedure. You do not need to proceed further with this document.</p>		
6	If response to <u>any</u> of the above questions is ‘YES’	<p>➤ If they say “yes” to any of the above,</p> <ol style="list-style-type: none"> 1. Ask the patient and caregiver to clean their hands with hand sanitizer put on a surgical mask and <i>“Thank you for answering my questions. I am going to ask that you first clean your hands using this hand sanitizer. Now here is a surgical mask that you are going to put on.”</i> 2. Move patient to a single room or place patient 2 meters from others (social distancing) <ul style="list-style-type: none"> • If there is no private room available, patient may be asked to temporarily wait outside of the building until a room becomes available. <p><i>If single room available,</i></p> <p><i>“I will notify the physician (or nurse). Please remain in this room until the physician/nurse arrives.”</i></p> <p><i>If no single room available,</i></p> <p><i>Unfortunately we do not have a single room available at this time. We therefore ask that you return to your car or wait outside. Once a room is available we will call you [confirm phone number].”</i></p> 		

		<ol style="list-style-type: none"> 3. Perform hand hygiene and implement Droplet & Contact Isolation Precautions, including eye protection (shield/visor). 4. Wearing gloves, wipe the counter with hospital grade disinfectant (Caviwipes, Accel, etc.) 5. Notify the clinic nurse and/or clinic doctor of symptoms and/or self-isolation. 6. Notify IPAC 		
7	After patient leaves	After a patient or parent with suspect COVID case was seen in your clinic, EVS must perform an ' isolation clean ' including wiping down the high touch areas with hospital grade disinfectant. Leave all isolation precaution signs (i.e. droplet & contact, airborne, etc.) on the door until the room has been cleaned.		

General strategies to reduce your risk of transmission of pathogens to self or others

1. Perform Hand Hygiene frequently

- Before eating or drinking or putting anything else into your mouth such as medications
- After using the bathroom
- Whenever your hands become dirty or you have handled potentially contaminated items
- Based on 4 moments of Hand Hygiene when providing care to patients and coming into contact with patient and/or patient environment

2. Respiratory etiquette (cover your cough)

- Practice cough etiquette by covering nose and mouth during coughing or sneezing with tissue or elbow.
- Avoid touching your face - If you touch your face after touching surfaces with the virus on it, you could infect yourself.
Wash your hands before touching your face

3. Don't come to work when you are sick or have been instructed to self-isolate

4. If you think you have been exposed to COVID-19, please call 811 to identify the need for self-isolation and testing

5. De-cluttering of all clinical and non-clinical areas as a strategy to improve cleaning/disinfection. Please remove all unnecessary items (magazines, books, backpacks, coffee cups etc.)

FURTHER INFORMATION

For patients/families/caregivers:

- BCCH website <http://www.bcchildrens.ca/health-info/covid-19-and-children-information-for-patients>
- BCWH website <http://www.bcwomens.ca/healthinfo-site/Pages/COVID-19-and-Information-for-Patients.aspx>
- BCCDC website public information pages [http://www.bccdc.ca/health-info/diseases-conditions/coronavirus-\(novel\)](http://www.bccdc.ca/health-info/diseases-conditions/coronavirus-(novel))
- HealthlinkBC <https://www.healthlinkbc.ca/health-feature/coronavirus-disease-covid-19>

For staff:

- Check for updates and detailed information on the [BCCDC](#) website, or on the [POD](#) for PHSA wide messaging
- Contact PHSA Infection Prevention Control team members: <http://2pod.phsa.ca/our-phsa/browse-by-department/Pages/Infection-Prevention-Control.aspx>

Contact information for IPAC at BCCDC / C&W / Sunny Hill:

- Infection Control Practitioner at 604 875 2345 local 6135 or page 41-02411 or email IPACS@cw.bc.ca.
- Infection Control Officer on-call through the BC Children's and Women's hospital switchboard at 604 875 2161

Cross-References

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



Version History

DATE	DOCUMENT NUMBER and TITLE	ACTION TAKEN
17-Apr-2020	C-0506-12-60618 Standard Work: In-Person 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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