

Standard Work: COVID-19 & Other Respiratory Diseases - Patient, Family and Visitor Screening

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Performed By: Deployed Staff assigned to CW Entrance Screening Program

Process Summary:

- During COVID-19 pandemic, we restricted entrances to our C&W Campus. Designated screening entrances were established. (BCCH ED 55, BCW UCC 97, BCWs Main Entrance 93, BCWs Health Centre 77, CW Main TACC 53, Entrance 11- Oak Street and Entrance 5 -SHHC) have been determined locations to provide screening for symptoms.
- As of September 2021, the BC Ministry of Health Overview for Visitors in Acute Care family has been relaxed to allow two adults plus siblings in all care settings.
- This means screeners will focus primarily on screening for symptoms.

#	Major Steps	Details/Pictures/Visuals	Rationale, Quality or Safety Considerations	Resources
1	Clean table and chairs	Using provided cleaning supplies wipe the table and chairs. Gloves are provided.	Allow for 3 minutes of contact time if using cavi-wipes before using the table and chair	Day to Day Operational support Volunteer Resources P: 604-875-2000 ext 7221 volunteer@cw.bc.ca
2	Maintain Personal Safety	Wear medical mask, perform hand hygiene and remain behind plexiglass whenever possible.		PHSA staff resources on COVID-19: http://www.phsa.ca/staff-resources/covid-19-resources-for-staff
3	Direct to Check In Screener 1	Use your voice and body language to alert person to STOP and CHECK IN. (I will ask you to stop at the line- thank you.) Determine if staff by asking or seeing ID on person. If staff, then request hand washing and inform staff they may move on to work location. If interrupted or someone else tries to go past entrance screener, direct other person to stand at a safe distance. Suggested Script:		

		<i>We're screening people at the door today. Things at the hospital are different because of COVID-19 and there is a need to ask a few questions.</i>		
4	Determine purpose for entering the building Screener 2	Suggested Script: <i>Staff, Visitor or patient today?</i>	Definitions for visitors are below	
5	Redirect if needed	If visitor becomes escalated about screening questions, mask usage or handwashing requirements please contact security. <ul style="list-style-type: none"> • Security numbers: Non-Urgent: 2999 604-677-3735 604-875-2999 • Urgent: 899 604-677-3655 • Call local 7111 to initiate a Code White in the event of violence/aggression. Suggested script: <i>I am sorry you are upset but I am directed to call security when we can't assist.</i>	Security to help support and redirect visitors who may become escalated.	
6	Patients, Visitors and Supporters each to complete COVID-19 screening questions	Suggested script: <ol style="list-style-type: none"> 1. <i>Have you been asked to quarantine OR been told to self-isolate or get tested for COVID-19 by public health?</i> 2. <i>Are you experiencing symptoms of illness?</i> <i>If needed you can prompt with the following symptoms: as fever, new or worsening cough, shortness of breath, diarrhea, runny nose, nasal congestion, loss of sense of smell, sore throat, painful swallowing, headache, muscle aches, joint pain, rash, conjunctivitis (red eyes), fatigue, loss of appetite, chills, vomiting?</i> 3. <i>Have you had contact with anyone with COVID-19 in last 14 days?</i> 4. <i>Contact with someone known to have measles, mumps, pertussis</i> 5. <i>Have you had contact with someone known to have chickenpox or the flu?"</i> 		
6a	If YES to any of the above questions	If yes to any one of the above questions then: <ol style="list-style-type: none"> 1. Instruct patient and caregiver(s) how to wash hands with hand sanitizer 2. Sanitize your hands and give patient and caregiver(s) masks. 3. Parent to put mask on their child (patient) first. (No additional child visitors allowed unless family indicate they have an exemption). 4. Cannot go into buildings without masks if symptoms are reported. 		

		<p>5. Direct patient and caregiver(s) to clinic/care location.</p> <p>Suggested Script for Patients/Family/Caregiver/Supporters: <i>We ask that you sanitize hands (table top pump or wall mounted pump), place a mask on (place on child first) and wash your hands with hand sanitizer again. Thank you for your cooperation. Go directly to the clinic/inpatient unit and report to the clinic desk. Do not stop along the way.</i></p> <p>Suggested Script for Other Visitors with respiratory symptoms: <i>For the safety and protection of patients and staff we ask that you not visit the hospital as you have respiratory symptoms.</i></p>		
6b	If NO to all of the above questions	<ul style="list-style-type: none"> • Demonstrate if needed how to wash hands with hand sanitizer. • Inform patient, caregiver(s) and visitors that they will be asked these questions multiple times during their stay to help maintain safety. Direct patients, caregiver(s) and visitors to proceed to the appropriate clinical area directly and report to clinic desk. 	Hand washing resources- see image Mask Placement- see image	
6d	Entrance 53 – restricted entrance	<p>Entrance 53 is designated for patients and families to come in who are on Airborne isolation in the community, i.e. tuberculosis. At this entrance the Infectious Disease Specialist (physician) will meet the patient/family and escort them to the exam room in the Ambulatory building. These patients/families will be wearing a mask upon arrival or will be given a mask by ID (currently this entrance is closed to other visitors and patients and the ID Specialist will go to this designated entrance to greet the family.</p>		

Definition

Visitor – includes essential and social visitors, family and designated support people and does not apply to individuals or contractors entering for the purposes related to facility operations, as that group is considered staff.

Cross-References – available on ePOPS: <http://policyandorders.cw.bc.ca/>

- Support and Mobility for Women in Labour During COVID-19

Version History

DATE	DOCUMENT NUMBER and TITLE	ACTION TAKEN
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14-Apr-2020	"	Updated; Approved by Professional Practice Director
07-May-2020	"	Updated; Approved by Professional Practice Director
16-Sept-2021		Updated; Approved by Professional Practice Leader, Nursing (on behalf of PP Director)
06-Oct-2021	"	Updated by CW COVID-19 Response Working Group
08-Oct-2021	"	"

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