

Telephone Staff Steps & Script for COVID-19 for Ambulatory Clinic Clerks and Medical Office Assistants

April 17 2020

What's New?	<p>Standard Work: Telephone Screening Steps & Script for COVID-19: Ambulatory Clinic Clerks and Medical Office Assistants</p> <p>This document replaces the following document:</p> <p>COVID-19. What I Need to Know! - Ambulatory Reception Staff 26 Mar 2020</p> <p>Step by step process for screening at the clinic/program level.</p>
Why?	<ol style="list-style-type: none"> To optimize standardization of screening processes and content across C&W clinics/programs To align screening questions and processes with the COVID-19 Screening and Testing Algorithm
How does this affect my practice?	<ul style="list-style-type: none"> Review the steps Obtain supplies and the COVID-19 Patient and Support Persons Screening Form (found on ePOPS)
How do I find out more?	<ul style="list-style-type: none"> Speak with program leaders and infection control practitioners
Who do I contact for further information?	<ol style="list-style-type: none"> Contact your program/clinic leader Page the Infection Control Practitioner at: <ul style="list-style-type: none"> Local 2161 or pager 41-02411 Monday to Friday 0800-1600 or IPACS@cw.bc.ca <p>After Hours page the Infection Control Officer through paging 2161</p>