

**Active screening\* for COVID-19 is now in place.**

**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.

**Check-in and Desk Set-up**

We currently recommend keeping the following items at your desk:

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

**Telephone screening (with reminder phone calls or if patient calls to confirm):**

Gather information on symptoms and location of recent travel

- a. Do you have a fever, new or worsening cough or shortness of breath, difficulty breathing, runny nose or sore throat?
- b. Have you been instructed in the last 14 days to self-isolate for any of the following reasons:
  - i. Travel outside of Canada in the last 14 days
  - ii. Contact with someone known to have COVID-19 in the last 14 days
  - iii. Testing positive for COVID-19 and are waiting for results

**If they say “no”** to all of the above, use your usual check in procedure.

**If they say “yes”** to any of the above, inform family that you will call them back with the recommendation, and notify physician or nurse about patient’s concern.

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.

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.

Depending on the situation, the clinician may recommend either seeing the patient using appropriate IPAC practices or asking the patient to call 811.

**If the appointment cannot be postponed, plan to:**

- Book appointment at the end of the clinic (last patient of the clinic)
- Place patient on appropriate precautions upon arrival (single room and implement Droplet and Contact or Airborne isolation precautions or place patient 2 meters from others)
- Instruct patient to clean hands and put on a mask when they arrive at the hospital door
- Tell family that visitor restrictions are now in place – only one adult caregiver can accompany the child

## COVID-19: WHAT I NEED TO KNOW! (AMBULATORY RECEPTION STAFF)

### DOCUMENT TYPE: REFERENCE TOOL

**If they say “no”** to all of the above, please ask them to notify the clinic if things change before the visit and to minimize the number of people attending the appointment if possible (e.g. when possible, do not bring siblings)

#### **In-person screening:**

When all patients arrive, ask the patient and caregiver about the following:

- a. Do you have a fever, new or worsening cough or shortness of breath, difficulty breathing, runny nose or sore throat?
- b. Have you been instructed in the last 14 days to self-isolate for any of the following reasons:
  - i. Travel outside of Canada in the last 14 days
  - ii. Contact with someone known to have COVID-19 in the last 14 days
  - iii. Testing positive for COVID-19 and are waiting for results

If answers are “yes” to any question, please do the following:

- Ask the patient and caregiver to clean their hands with hand sanitizer put on a surgical mask and
- Move patient to a single room or place patient 2 meters from others (social distancing)
  - If there is no private room available, patient may be asked to temporarily wait outside of the building until a room becomes available.
- Implement **Droplet & Contact Isolation Precautions, including eye protection (shield/visor)**
- Wearing gloves, wipe the counter with hospital grade disinfectant (Caviwipes, Accel, etc.)
- Notify the clinic nurse and/or clinic doctor of symptoms and/or self-isolation.

**If the clinician needs to send the child for a medically necessary test** and there is concern about COVID-19, the clinician may need to contact IPAC for advice.

#### **After the 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.

#### **Wearing a Mask**

Masks are not routinely required for check-in staff.

#### **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.

## COVID-19: WHAT I NEED TO KNOW! (AMBULATORY RECEPTION STAFF)

### DOCUMENT TYPE: REFERENCE TOOL

- 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](mailto:IPACS@cw.bc.ca).
- Infection Control Officer on-call through the BC Children's and Women's hospital switchboard at 604 875 2161

\*Screening – asking questions about risk factors

\*Testing – collecting a specimen

### Version History

DATE	DOCUMENT NUMBER and TITLE	ACTION TAKEN
18-Mar-2020	C-0506-14-60573 COVID-19: What I Need to Know! (Ambulatory Reception staff)	Developed by CW IPAC & CW Ambulatory Care Clinics; Approved by Professional Practice Director
26-Mar-2020	"	Updated by CW IPAC & NKI; Approved by Professional Practice Director

### Disclaimer

This document is intended for use within BC Children's and BC Women's Hospitals only. Any other use or reliance is at your sole risk. The content does not constitute and is not in substitution of professional medical advice. Provincial Health Services Authority (PHSA) assumes no liability arising from use or reliance on this document. This document is protected by copyright and may only be reprinted in whole or in part with the prior written approval of PHSA.