

## Standard Work: COVID-19 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 are restricting entrances to our C&W Campus. In light of this restriction, designated entrances (BCCH ED 53, BCW UCC 97, CW TACC 55) have been determined locations to provide screening for symptoms and to inform caregivers/supporters current visitation restrictions.
- As of March 26 the BC Ministry of Health family and visitor directive has been revised to allow essential visits only. This means programs are restricting the number of caregivers/supporters and visitors. The details below outline these restrictions for BCCH and BCWH programs. Essential visits include but are not limited to:
  - Visits for compassionate care (e.g., end of life and critical illness)
  - A partner/caregiver/supporter of a child/neonate/woman that is deemed essential
  - Visits considered essential for patient/client care and well-being (e.g., assistance with feeding or mobility)

**Objective:** To provide guidance to deployed staff assigned to greet and provide initial screening for applicable symptoms.

**Definitions:**

**Designated Caregiver/supporters:** Is a person that will remain with the patient throughout the admission.

**Visitor:** A person accompanying a designated caregiver/supporter who is not direct support for the patient/client. Child visitors, such as siblings of other family, are NOT able to visit at this time.

#	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	
1	Maintain Social Distance	By remaining a minimum of <b>2 meters</b> away from person approaching the table. Screeners: stand behind table and refresh tape in front of table if peeling.		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>
2	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 move on to work location.		

		<p><b>If interrupted or someone else tries to go past entrance screener, direct other person to start a socially distanced line.</b></p> <p><b>Suggested Script:</b>  <i>We're greeting people at the door today. Things at the hospital are different because of COVID-19 and there is a need for 'social distancing' and a few questions.</i></p>		
3	Determine purpose for entering the building Screener 2	<p><b>Find out purpose of visit.</b></p> <p><b>Suggested Script:</b>  <i>May I ask what brings you to the Hospital today? Is it just you today?</i></p>	Definitions for caregiver/supporter and visitor are found on top of page 1.	
4	Review entry restrictions	<p><b>Suggested Script:</b>  <i>Where would you like to go? Or, where is your appointment today? Is this the first time you are visiting?</i></p> <p><i>For returning visitors deemed essential: If you have visited recently you will have been given a wrist band to wear (pt. id band). May I see it?</i></p> <p><b>Visitors deemed essential <u>returning</u> to the hospital must have a patient wrist band on. Wrist bands are given by clinic/unit.</b></p> <p>Review entry restrictions (below) to determine if the person(s) can enter further.</p> <p><b>Entry Restrictions:</b></p> <p><b>Visitors:</b></p> <ul style="list-style-type: none"> <li>▪ Visits for compassionate care (e.g., end of life and critical illness)</li> <li>• A partner/caregiver/supporter of a child/neonate/woman that is deemed essential</li> <li>• Visits considered essential for patient/client care and well-being (e.g., assistance with feeding or mobility).</li> </ul> <p><b>Caregivers/Supporters:</b></p> <ul style="list-style-type: none"> <li>➤ <b>BC Children's Hospital</b> <ul style="list-style-type: none"> <li>• Outpatient Clinics (Ambulatory): <b>ONE adult caregiver/supporter</b></li> <li>• Inpatient Areas (including MDU): <b>TWO adult caregiver/supporters</b></li> <li>• Emergency Department: <b>ONE adult caregiver/supporter</b></li> </ul> </li> <li>➤ <b>BC Women's Hospital + Health Centre:</b> <ul style="list-style-type: none"> <li>• Maternity Inpatient: <b>ONE adult support person</b></li> </ul> </li> </ul>		

		<ul style="list-style-type: none"> <li>Urgent Care Centre: <b>ONE adult support person</b></li> <li>Neonatal Program (NICU): <b>TWO adult caregiver/supporters</b></li> <li>Outpatient Clinics: Only <b>ONE adult caregiver/supporter</b></li> </ul> <p>If person(s) meets meet the entry restrictions then proceed to step 6 below. If person(s) do not meet the entry restriction then read suggested script below and proceed to step 5.</p> <p><b>Suggested Script if need to limit number of people:</b>  <i>I'm sorry this may be difficult. We are limiting the number of people at the hospital to keep our patients, families and staff safe. (Review appropriate visitor restrictions as described above based on clinical area). We are sorry that <b>no child visitors</b>, such as siblings other family, are able to visit at this time.</i></p>		
5	Redirect if needed	<p>Send to correct entrance if needed.  <b>OR</b>  Turn away if needed.</p> <p>If visitor refuses to leave and continues to enter the building:  Notify security.</p> <ul style="list-style-type: none"> <li><b>Security numbers:</b> Non-Urgent: 2999 604-677-3735 604-875-2999</li> <li><b>Urgent:</b> 899 604-677-3655</li> <li>Call <b>local 7111</b> to initiate a <b>Code White</b> in the event of violence/aggression.</li> </ul> <p><b>Suggested script:</b>  <i>If you continue into the building I am directed to call security. We are limiting the number of people at the hospital to keep our patients, families and staff safe.</i></p>	Security to help support and redirect visitors who refuse to leave or continue to enter building despite being asked not to enter.	
6	If entering further, complete COVID-19 screening questions	<p><b>Suggested script:</b></p> <ol style="list-style-type: none"> <li>Are you experiencing symptoms: any new (within last 48 hours) fever, cough, sore throat, shortness of breath or difficulty breathing, and or running nose?</li> <li>Have you been advised to self-isolate for 14 days?</li> <li>Have you had contact with anyone with COVID-19?</li> </ol>		
6a	If <b>YES</b> to any of the above questions	<p>If yes to any one of the above questions then:</p> <ol style="list-style-type: none"> <li>Give patient and caregiver(s) masks. Parent to put masks on for their child (patient) first. (No child visitors allowed).</li> <li>Instruct and demonstrate for patient and caregiver(s) how to wash hands with hand sanitizer, reach for masks, place mask, wash hands again</li> </ol>	<p><b>Symptomatic (essential) designated caregiver(s)/supporter(s) are allowed to visit the patient, providing they report</b></p>	

		<p>3. Direct patient and caregiver(s) to clinic/care location.</p> <p><b>Suggested Script for Caregiver/Supporters:</b>  <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><b>Suggested Script for Visitors with respiratory symptoms:</b>  <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>	<p>to the clinic/inpatient staff, wear an arm band (received from clinic) and follow instructions for wearing a mask, doing Hand Hygiene, and not wondering around the hospital, clinic or unit.</p>	
6b	<b>If NO to all of the above questions</b>	<ul style="list-style-type: none"> <li>Instruct and demonstrate for patient and caregiver(s) how to wash hands with hand sanitizer.</li> <li>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.</li> </ul>	<p>Hand washing resources- see image  Mask Placement- see image</p>	
6c	<b>Entrance 53 – restricted entrance</b>	<p>Entrance 53 is designated for patients and families to come in who are on Airborne isolation in the community, ie TB. 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 and the ID Specialist will go there to greet the family.</p>		

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

- CW Visitor Restriction Policy
- Support and Mobility for Women in Labour During COVID-19
- CW Guideline Physical Distancing at Work

## Version History

DATE	DOCUMENT NUMBER and TITLE	ACTION TAKEN
27-Mar-2020	C-0506-16-60570 Standard Work: COVID-19 Patient, Family and Visitor Screening	Approved at: CW COVID-19 Response Working Group; Approved by Professional Practice Director
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