

**Script and procedure for Reception/front desk staff/ phone schedulers/clinical personnel
Screening for COVID-19 (novel Coronavirus)
Ambulatory Practices Rutgers RWJMS**

***All clinical care sites should pre-screen patients making appointments on the phone, prior to the visit.
Persons entering the clinical area need to also be pre-screened with the following questions:***

1) Patient or family member calling to schedule appointment through McKesson call center

We have a new screening process and are asking all patients a few questions.

- Have you RETURNED FROM or had a household member RETURN FROM travel to China, South Korea, Japan, Italy, Hong Kong, Iran, Singapore, Taiwan, Vietnam or Thailand **IN THE LAST 14 DAYS?**

OR

- Had direct contact with an individual with confirmed COVID-19 (new Coronavirus) **IN THE LAST 14 DAYS?**

If the answer is NO, thank the patient and continue to schedule the appointment.

If the answer is YES, thank the patient and transfer the call directly to the clinic nurse line. Do not schedule an appointment.

2) Patient calling clinic or in-house scheduling for appointment.

We have a new screening process and are asking all patients a few questions. Have you done any of the following in **the last 14 days?**

- Have you RETURNED FROM or had a household member RETURN FROM travel to China, South Korea, Japan, Italy, Hong Kong, Iran, Singapore, Taiwan, Vietnam or Thailand **IN THE LAST 14 DAYS?**

OR

- Had direct contact with an individual with confirmed COVID-19 (new Coronavirus) **IN THE LAST 14 DAYS?**

If answer is NO, thank patient and continue to schedule the appointment.

If answer is YES, to one of the above travel or exposure questions ask-

- Have you felt feverish and had a cough in the last 24 hours?

If YES, DO NOT SCHEDULE and transfer the call directly to the clinic nurse line for further screening.

***Nurses responding to phone calls from patients screening positive for possible exposure to COVID19:**

1) Confirm screening symptoms and travel information. * **Document in a phone note.**

- When did the patient return to the US?
- What country (countries) did the patient travel to?
- When did symptoms start?
- What symptoms is the patient having? Fever (temperature if known and patient monitoring), cough, shortness of breath, other?
- **Is the patient experiencing severe symptoms with difficulty breathing? Does the patient feel that this is an emergency?**
 - **If answer is YES, Instruct the patient to call 911 and tell the dispatcher that they may be infected with Coronavirus**
 - **If answer is NO, either ask the patient to stay on the line while they locate a physician/APP to speak with them OR instruct them to stay at home and not go out to work or school. A physician/APP will call them back within 1 hour. If during that time they experience any respiratory distress, patient should call 911 to be taken to an ED.**

Nurse should **notify the provider immediately** and if not available to speak with the patient at that moment, confirm that the provider will call the patient back within one hour.

See additional guidelines for management of patients meeting surveillance criteria for COVID19.

3) Patient arrival at clinic check in: After greeting the patient

We have a new screening process and are asking all patients a few questions.

- Are you sick today with fever, cough, or cold symptoms?

If answer is NO, continue with specific screening for COVID19

If answer is YES, direct patient to a mask (masks are kept at all front desk check in locations) and ask them to put it on. Continue with specific screening for COVID19

Have you done any of the following in **the last 14 days?**

- Have you RETURNED FROM or had a household member RETURN FROM travel to China, South Korea, Japan, Italy, Hong Kong, Iran, Singapore, Taiwan, Vietnam or Thailand **IN THE LAST 14 DAYS?**

OR

- Had direct contact with an individual with confirmed COVID-19 (new Coronavirus) **IN THE LAST 14 DAYS?**

If answer is NO, thank patient and continue with check-in for clinic.

If answer is YES, to one of the above travel or exposure questions ask-

- Have you felt feverish and had a cough in the last 24 hours?

If NO, continue with scheduling or check-in to clinic.

IF YES, direct the patient to a mask (masks are kept at all front desk check in locations) and ask them to put it on. Notify clinical staff to isolate and place patient in a room immediately and keep door closed. Notify patient's physician or APP of patient arrival.

Clinical staff, physicians, and APPs:

Use appropriate PPE on entering patient room. This includes surgical mask with face shield or goggles, nonsterile cover gown, and gloves. Avoid close contact with the patient, and maintain 6 feet distance between yourself and patient if possible. Quickly assess the patient for mild or severe symptoms, and appropriate disposition (discharge to home or ED). No aerosolized medications or respiratory testing should be done in the clinic.

Patient should remain masked for the entire time that they are in the clinic and building.

If patient is in respiratory distress call 911 for transfer to the ED at RWJUH. Communicate to the dispatcher that this is a patient who meets criteria for potential COVID-19 infection.

Clinic to notify ED that a patient will be arriving who meets the criteria for potential COVID-19 infection.

Physicians and APPs must immediately notify local Health Department where the patient resides if the patient meets surveillance criteria for "Person Under Investigation" (PUI) for COVID-19. To find information for local health departments go to www.localhealth.nj.gov State health departments are available 24/7

For Middlesex County:

Middlesex County Health Officer Contact

732-745-3121

Emergency After Hours Contact

732-745-3271

If you cannot reach local health department personnel, providers should report the case to the New Jersey Department of Health (NJDOH), Communicable Disease Service at:

609-826-5964 (Mon-Fri 8:00am-5:00pm)

Emergency After Hours Contact

609-392-2020

NJ Department of Health COVID19 Hotline: 1-800-222-1222 Available 24/7 to answer questions

References and Additional Resources:

<https://www.nj.gov/health/cd/topics/ncov.shtml>

<https://www.cdc.gov/coronavirus/2019-ncov/index.html>