## **HOW TO MANAGE SYMPTOMATIC PATIENTS IN THE CLINIC**

**SCENARIO 1: If a scheduled patient is suspected to have symptoms PRIOR to their arrival in the clinic**

1. Reschedule the appointment as a virtual visit
2. If in-person medical evaluation is necessary:
   1. Schedule the patient at the end of the day when no other patients are present
   2. Notify providers and clinic staff
   3. Inform staff at the Welcome Station. If the clinic does not have a Welcome Station:
      1. Ask the patient to call after arrival at the clinic but before entering the premises
      2. Meet the patient outside the facility
   4. Immediately provide a surgical mask if not already wearing a mask.
   5. Route the patient directly to designated room; bypass common areas if possible; they should not be allowed to wait in the waiting area
   6. The door to the exam room must remain closed while the patient is in the room
   7. Only essential staff should be in the room
   8. Consider placing signage outside the exam door to prevent accidental exposure risk
   9. Notify rooming MA/RN about patient’s symptoms, temperature and any other relevant information
   10. Staff should don PPE prior to attending to or interacting with the patient
   11. Accompany patient to the door, ensuring they do not have contact with any other patients
   12. Follow “terminal cleaning protocol” after patient has left the room

**SCENARIO 2: If a scheduled patient is suspected to have COVID-19 symptoms UPON arrival in the clinic**

**AT THE WELCOME STATION**

1. Immediately provide a surgical mask if not already wearing a mask.
2. Give them an **ORANGE** armband
3. Remind them to use hand gel
4. Alert front desk and clinic staff via EMR text
5. Remind all patients of social distancing rules, hand hygiene, respiratory etiquette
6. Check to see if the designated room is available (by phone)
   1. If not available, have them wait in their vehicle. If the wait time is expected to be longer than 1 hour, assign the patient to another exam room
7. When the room is available:
   1. Inform clinic staff of incoming patient
   2. Escort the patient to the designated room
   3. Bypass common areas if possible
   4. Patients should not be allowed to wait in the lobby or common areas
   5. They should remain 6 feet away from other patients in the office
   6. Close the door as the patient waits for their clinic staff
   7. Consider signage to indicate when a symptomatic patient is in the room
   8. Notify rooming MA/RN about patient’s symptoms, temperature and any other relevant information

**IN THE EXAM ROOM**

1. The door to the exam room must remain closed while the patient is in the room
2. Only essential staff should be in the room
3. Staff should don PPE prior to attending to or interacting with the patient
4. Patient should be checked-in inside the exam room

**AFTER THE VISIT**

1. Patients with ORANGE armbands should be escorted out to the front door after their appointment or when clinic design allows, a separate exit that does not require re-entry into the lobby
2. Cleaning Protocol
   1. Follow the **terminal cleaning protocol** (below) after patient has left the room
      1. After care of a suspected or known COVID-19 patient, evacuate the room and leave the door closed for at least one hour
      2. Enter after the wait period, with PPE and wipe down all surfaces
      3. Use a flag system to indicate the room needs to be cleaned
      4. Use a timer to track the one-hour wait time
      5. The room is ready to use after cleaning