**COVID-19 Clinic Screening**

Patients to be seen Tuesdays and Thursdays 9a-2p by appointment only. In order to ensure we are not exposing staff to COVID-19, we want to triage all clients before coming in.

**Call Center**

1. All calls are being routed to the call center where a contact form is being completed.
2. These forms include client name, phone #, and patient need/complaint.
3. The forms are then sent to the appropriate department for follow-up.

**Clinic RN**

1. Clinic RN will return call to client to address need. Obtain the correct spelling of name and date of birth of the client.
2. If an appointment is needed, ask the client:
3. If experiencing the following symptoms: Cough, Fever, Difficulty breathing (SOB)
	1. If fever or shortness of breath, screen for further symptoms
	2. If cough, screen further
4. Have they had contact with a positive COVID-19 patient
	1. If yes, screen further
5. Have they been around anyone in quarantine for COVID-19
	1. If yes, screen further for quarantine by an authority or self-quarantine
6. If all answers are yes, refer client to call their PCP or Urgent Care – call before going.
7. If all answers are no:
	1. Schedule an appointment for client and ask that they bring pertinent individuals with them (STI – partners, WIC – child, etc)
8. Appointments will be drive thru unless otherwise noted
	1. **Inside** appointments will include:
		1. STI/HIV/RH – if genital specimens are needed, Nexplanon insertion, preg test
		2. WIC –
	2. **Drive Thru** appointments can include:
		1. STI/HIV/RH – Prep refills, HIV rapid tests, blood draws, depo injections, STI treatments
		2. WIC -
	3. Inform client:
		1. If they will be an **Inside** or **Drive Thru** appt.
		2. Only the client needing service (includes STI partners and WIC children) will be allowed in the building. All other individuals should remain in the vehicle unless they are for drive thru
		3. For **Inside** appt, they will be admitted at the front door by security and will need to give their name
		4. Their temperature will be taken at the front desk
		5. If they do have a cough, they will be given a surgical mask to wear while in the building
		6. if they become sick prior to their appt, they should call to reschedule appointment

**Registration/Services**

All scheduled appointments will be called the day before the appointment to verify a) appointment time and type (inside or drive thru) & b) no new symptoms

**Inside appointments:**

1. Clerk will take patient temperature at the window with temporal scanning thermometer. Notify the nurse immediately if temperature is 100.4 or higher and provide client with a mask.
2. Give mask if client presents coughing or if Call Center form is marked to give mask.
3. If the client has a temporal temperature of 100.4 or higher, take masked client to an exam room and take an oral temperature. RN should put on a surgical mask (not N95).
4. If the oral temperature is 100.4 or higher and the client is in need of a quick service (medications), provide treatment in a quick manner and send client on their way.
5. Those clients with temperatures above 100.4 should call their PCP or Urgent Care for further follow-up.
6. If you have a client that has already been assessed by a provider and determined that they are not considered a person under investigation, provide services as needed.
7. If the oral temperature is less than 100.4, provide services as needed.
8. Exam room should be cleaned after each use. (See cleaning procedure)

**Drive Thru appointments:**

1. Client is informed to pull up to sidewalk on the east side of the building (Charlton) and park.
2. Staff going out to vehicles should be wearing a public health vest for easy identification.
3. Give mask if client presents coughing or if Call Center form is marked to give mask. Staff do not need to wear a mask unless close contact with client is needed (less than 3 feet).
4. Place laminated number on car windshield and mark on registration form what number was given.
5. Take photo of driver’s license, insurance cards with camera. Avoid handling items. Photos will be uploaded into client record.
6. Give any forms to be completed on clipboard with a pen to client in vehicle.
7. Take paperwork into building for registration. Clipboard and pen must be cleaned with a red top Sani wipe after each use.
8. A cart with supplies for service can be taken out to car side. Cart must be cleaned with a red top Sani wipe after each use.
9. Once services are complete, remove laminated number from windshield.

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