

Coronavirus Update 03/03/2020

Cynthia Dill

Following our previous emails last week regarding the Novel Coronavirus we continue to monitor and review recommendations from the CDC. At this time we are making minor changes to the protocols previously sent.

**Changes:**

- Will now include travel to China, Iran, Italy, Japan or South Korea
- We will place signage in the vestibules for patients entering the facility along with PPE. Patients that have traveled or been exposed to Coronavirus will be asked to not enter the facility, they will be instructed to call our triage team for assistance and additional instruction.
- Patients entering the facility that present with coughing should be given a mask and asked to wear the mask while they are in the facility, as per usual cough etiquette.
- Please continue to wipe work surfaces and counter tops throughout the day with approved cleaning products, remember when using cleaning products, you must wear gloves.

**Reminder:**

It is important to remember that the best defense against transmission of any virus, remains adherence to the policies and procedures which are already in place at AMI and AMI-Atlanticare, specifically those which focus on cough etiquette and hand hygiene. Attached to this email are some resources that should serve as a reminder to the practices you are already following daily.

**Workflow as of 3/4/2020**

**Scheduling:**

All patients calling into the scheduling department will be screened for the Coronavirus by asking the following questions:

- Have you traveled to China, Iran, Italy, Japan or South Korea in the last 14 days?
- Have you had close contact with a person known to have Coronavirus in the last 14 days?
  - If **no**, proceed with scheduling.
  - If **yes**, to one or both screening questions, ask follow-up question:
    - Follow Up Question: Do you have a fever, cough, or difficulty breathing?
      - Yes, the patient will need to be referred to the OA or Nurse for further discussion prior to scheduling. Collect pertinent contact information and email [oa@aminj.com](mailto:oa@aminj.com)
      - No, Proceed with scheduling.

## Front Desk:

All patients that walk into the office to schedule an appointment will be screened by asking the following questions:

- Have you traveled to China, Iran, Italy, Japan or South Korea in the last 14 days?
- Have you had close contact with a person known to have Coronavirus in the last 14 days?
  - If **no**, proceed with registration process.
  - If **yes**, to one or both screening questions, ask follow up question:
    - Follow Up Question: Do you have a fever, cough, or difficulty breathing?
      - Yes, move the patient to isolation
        - **Option 1:** Request the patient return to their vehicle and someone will contact them by phone.
        - **Option 2:** Move them to the designated isolation area (established by the OA)
        - Immediately notify the OA. If unavailable call Cyndy Dill (xt. 3155 or (609)204-9279), or nursing staff for assistance.
        - The patient/staff will be provided additional instruction from the OA, Cyndy, or Nurse.
      - No, Proceed with registration process.

## Clinical Staff:

As previously stated, any patient that has been screened should observe directions provide during their time in the facility, including continued and appropriate use of facemasks. If at any time a patient does not observe these precautions you should immediately contact the OA and take appropriate precautions of your own.