

## **Novel Coronavirus (COVID-19) Update 04/30/2020**

Dear AMI Staff:

Our team at AMI is continuing to place our primary focus of care on maintaining the safety and health of our patients and employees during the COVID pandemic progression. You have all done an amazing job working together as a team throughout the last month and your efforts have not gone unnoticed. What you are doing each day will continue to have a great impact on our local communities. Thank you so much for your continued efforts and cooperation.

While COVID-19 is still active within New Jersey we have begun to see some declining numbers indicating signs of improvement. With these improvements we at AMI may experience patients that are in various post infectious or post isolation phases requiring treatment for secondary conditions. In order to safely provide services to all AMI patients, we will be making some adjustments to our screening process that will remain consistent with current CDC guidelines.

Planning began last week for the national reopening of America and this week Governor Murphy unveiled a "Roadmap for Responsibly Reopening New Jersey". We at AMI are working to prepare and adjust our practice in anticipation of upcoming changes. As COVID-19 recommendations for state reopening plans unfold, we at AMI will continue to actively monitor the CDC and NJ Department of Health daily. Stay healthy, and of course WASH YOUR HANDS!

### **Changes:**

- Screening questions and workflow have been modified as outlined below.
  - Removed identifying patients from New York
  - Added sore throat, loss of taste and smell into screening questions.
  - New COVID Nurse Triage Team

### **Workflow as of 4/30/2020**

#### **Scheduling:**

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

- Are you currently experiencing a fever of greater than 100.4, flu-like symptoms, new cough or difficulty breathing?
- Have you had close contact with a person that is suspected of having or confirmed to have Coronavirus in the last 14 days?
- Have you tested positive for COVID-19 or are you pending COVID-19 results?
- Have you had a recent loss of taste or smell?
- Do you currently have a sore throat?

If the patient answers YES to one or more of the screening questions they will be placed on the schedule for Further Screening Required and a Further Screening Required (FSR) task will be generated to be worked further by the nurse triage team.

#### **Triage Team:**

This is a designated group of specific nurses who are assigned to working on an enhanced level of screening the patients who warrant additional investigation.

- Symptomatic patients or close contact responses need further clarification in order to identify if a patient poses a specific risk. Scheduling would be dependent upon the circumstances of that discussion. Refer to patient screening for COVID reference sheet, independently evaluate the circumstances of the patient and escalate for support if needed. Patients will be screened and cleared or not cleared based on clinical screening.
- The current COVID Triage nurses include **Patricia Romano, Lisa Tetto and Joelene Piccinino**
- Emails regarding patient screenings can be sent to the group at "COVID Triage" [covidtriage@aminj.com](mailto:covidtriage@aminj.com)

#### **Front Desk:**

When a patient checks in at the front desk.

- If the patient's insurance card and ID are already in the system, they can be verified by having the patient hold to card and id for your review but do not need to be rescanned into the system.
- Continue to ensure patients are wearing face masks or providing them if needed, requesting patients change gloves if they enter the facility wearing gloves.
- Offer patients & visitors the option to wait in their car. This is our preferred waiting room option.
- Be sure to check the notes in the "Further Screening Required" appointment and task for details regarding the patients screening.

#### **Clinical Staff:**

- Continue using appropriate PPE while working in AMI facilities.
- Continue social distancing practices.
- Continue ensuring patients are using appropriate PPE. If at any time a patient does not observe these precautions, you should immediately contact the OA and take appropriate precautions of your own.

#### **Reminders:**

- COVID-19 guidance, resources, policies and all previous AMI COVID updates can be found at <https://my.atlanticmedicalimaging.com>
- Employee Health- Please continue to reach out with employee health questions and ensure you are notifying her immediately of any potential exposure or illness.