

Novel Coronavirus (COVID-19) Update 04/06/2020

As the COVID-19 pandemic has begun to unfold locally we are all experiencing events and challenges unprecedented within our lifetime. Our team at AMI is continuing to place our primary focus of care on maintaining the safety and health of our patients and employees. We are continuing to develop our internal practices, adjust our staffing and obtain necessary supplies as we prepare for the potential surge in local spread. The way that our AMI employees have come together in the last few weeks confirms that when we combine our resources and talents, we can have a great impact on the patients and communities we serve. What you are doing each day will have a great impact on the overall health and resources that our local communities are able to receive. While COVID-19 information and recommendations are continuing to rapidly unfold, we at AMI will continue to actively monitor the CDC and NJ Department of Health updates and guidelines daily. Stay healthy, and of course WASH YOUR HANDS!

Changes:

- Sneeze barrier have been installed at reception areas to provide an additional layer of protection for our staff greeting patients on arrival.
- PPE should be available and accessible throughout the office to all employees who require it. Additional PPE has also been included in our medical emergency supplies and should be utilized prior to initiating any emergency care procedures.
- Screening questions and process has been modified as outlined below.
 - Removed international travel due to progression to community based.
 - Added processes to identify patients from New York and increasing screening protocols.

Workflow as of 4/06/2020

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?
- DO NOT ASK, TO BE ANSWERED BY SCHEDULER ONLY FROM DEMOGRAPHIC INFORMATION, SEE NOTE BELOW: Is the patient's primary residence in NY?
 - If **no**, proceed with scheduling.
 - If **yes**, to one or both screening questions, or if the primary residence is in the state of NY the patient will need to be referred to the triage team by scheduling the patient on the further screening required schedule.

NOTE: When registering a patient please ask the patient for the address of their primary residence, as it appears on their driver's license. Register the patient with their primary address, if they have a NY address as their primary residence, complete the remaining screening questions and schedule the patient on Further Screening Required. Advise the patient that before their appointment can be scheduled, we will need to complete a Covid-19 screening process for with a member of the triage team will contact them back within 24 hours.

Triage Team:

- 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.
- Primary residence in NY will require additional follow up questions to be asked, until we establish a standard response to scenarios further discussion will be needed with Cyndy Dill, Dr. Kenny, or Dr. Levi.
 - When was the last time you were in NY?
 - Have you had any contact with anyone that is suspected or confirmed of having Covid19?
 - Ask additional follow up questions as appropriate and escalate as needed.

Front Desk:

When a patient is registering at the front desk

- If they present with a NY driver's license
 - Check the screening questions and/or appointment notes to confirm that triage was completed.
 - If triage WAS completed, proceed with checking in the patient.
 - If triage was NOT completed, request the patient return to their vehicle and advise them that a member of our team will contact them by phone. Immediately notify the OA. If unavailable call Cyndy Dill at ext. 3155 or (609) 204-9279, or triage team for assistance. The patient & staff will be provided with additional instructions by the OA or responding party.

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.

Reminders:

Returning to work:

- Staff should regularly monitor themselves for fever and symptoms of respiratory infection and **never** report to work when ill.
- Following fever or respiratory illness an employee should:
 - Not return to work for at least 3 days (72 hours) have passed since recovery defined as resolution of fever without the use of fever-reducing medications **and** improvement in respiratory symptoms (i.g., cough, shortness of breath); **and** at least 7 days have passed since symptoms first appeared

Visitors:

- Signage should already be present at the entry way in each location asking visitors to remain in their vehicle.
- In adhering to social distancing visitors should only be permitted in the facility on a situational basis when required for care.

- If a patient absolutely requires assistance in order to provide care (i.e., communication, consenting or screening, physical assistance) they will be limited to one visitor per patient.
- Visitors will be expected to adhere to all screening and masking criteria that is being implemented for patients.

Social Distancing/Environment of Care:

- We continue to recommend surgical masks for employees who continue to work in a clinical environment.
- Remember to allow for 6ft between yourself and your patient whenever possible.
- If social distancing is impossible due to patient care demands staff should be wearing a surgical mask during care.
- Accommodations have been made to allow for employees to work from home when able.
- Increased area between workspace and employee distancing should be implemented whenever physically possible.
- Please continue to avoid congregating in groups when not actively caring for patients.
- If possible, staff should avoid exchanging items with patients. Encourage when possible that patients hold up insurance cards and ID for verification.
- Stagger lunch breaks as much as possible so the break room does not become crowded.
- Please ensure both clerical and clinical work areas are cleaned routinely throughout the day.
- Ensure a deep cleaning process is conducted at the conclusion of your shift.
- Equipment and supplies should be cleaned thoroughly between each patient. Always adhere to manufacture wet times (typically 3mins) for cleaning between each patient. Always wear gloves.

Policies & Materials (attached here):

- Mental Health during Stressful Times: <https://sway.office.com/dAWOGt8s7xgi7afw?ref=Link>
- Donning & Doffing PPE

Additional COVID-19 Resources:

- <https://covid19.nj.gov/>
- <https://www.cdc.gov/>
- <https://www.acr.org/Clinical-Resources/COVID-19-Radiology-Resources>