

# COVID-19 Update

Updated March 17, 2020

## OFFICE PHONE TRIAGE

ONLY SCHEDULE IN OFFICE VISITS FOR THE FOLLOWING:

- Well visits for children 4 years and younger
- Chronic disease management
- Prenatal care
- Musculoskeletal concerns
- Injuries

OTHER VISITS:

- Use telephone screening tool

WE ARE NOT TAKING WALK INS. Any walk-in patients should be told to return to their cars and to call in to allow for proper phone triage.

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## TELEPHONE SCREENING TOOL

### SPECIFIC QUESTIONS TO ASK

1. Does patient have **symptoms** of cough or shortness of breath?
2. Does patient have any of the following **risk factors**:
  - a. Fever > 100.0° F
  - b. Age ≥ 60 years
  - c. Diabetes
  - d. Chronic heart disease
  - e. Chronic lung disease
  - f. Chronic kidney disease
  - g. Receiving immunosuppressive medications

### SCORING AND ACTIONS

Risk factors	Symptom severity (as rated by patient)			
	None	Mild (1-5)	Moderate (6-8)	Severe (9-10)
<b>No</b>	Reassurance, contact PCP if worsening symptoms	Reassurance, contact PCP if worsening symptoms	Remote visit (telephone, video) with PCP	Go to Beaumont EC
<b>Yes</b>	Reassurance, contact PCP if worsening symptoms	Remote visit (telephone, video) with PCP	Send for curbside evaluation	Go to Beaumont EC

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## INFORMATION WHEN REFERRING TO THE CURBSIDE EVALUATION SITES

### FOR PATIENTS

- Patients will be evaluated upon arrival and directed for emergency or curbside care
- Not all patients will be tested for coronavirus
- Hours and locations for testing sites (all are at the hospital sites):
  - Dearborn: 6:00 am - 2:00 am
  - Farmington Hills: 10:00 am - 10:00 pm
  - Grosse Pointe: 10:00 am - 10:00 pm
  - Royal Oak: 6:00 am - 2:00 am
  - Taylor: 10:00 am - 10:00 pm
  - Troy: 6:00 am - 2:00 am
  - Trenton: 10:00 am - 10:00 pm
  - Wayne: 10:00 am - 10:00 pm

### FOR PROVIDERS

- All the above, plus,
- COVID screening is limited for those patients for whom the diagnosis will impact care
- Patients for whom testing is indicated will first be screened for flu and RSV
- We are no longer doing respiratory virus panels

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## CONSIDERATIONS FOR AMBULATORY SITES

### IN THE OFFICE

- Screen all patients and companions upon arrival. If patient has any of the following, patient is told to leave and call the practice for telephone evaluation:
  - Cough
  - Fever
  - Shortness of breath
  - Contact within 14 days with a person who tested positive for COVID
- Unaccompanied visits are preferred. Limit visitors to those who are essential.
- Sign patients in (remove pens and clipboards)
- Remove magazines and other items that cannot be sanitized from waiting room
- Establish sick and well waiting areas with at least six feet between
- Have medical assistants open all doors for patients
- Use axillary or temporal temperatures when rooming patients in masks
- Schedule sick visits at end of day
- Review rooming and cleaning procedures with your staff

### GENERAL

- Review the information provided on the Beaumont intranet daily. This is a dynamic situation, and recommendations are updated frequently. This is the best way to stay informed of the latest developments.
- Check your Beaumont email daily for information as well
- Use the screening tools provided [insert final name of document once we have it]
- Increasing telephone/remote visits as available and appropriate, refer to phone/treatment protocols to guide decisions.
- Prepare for an increased rate of absenteeism. Consider using employees quarantined at home to perform functions such as telephone screening and remote visits.
- Cross train staff on essential functions
- Consider cross coverage with other practices in your area