

BMG COVID Care Model Guidelines

Last Modified:	5/17/22
Area:	Employed Physician Practices
Applicability:	Beaumont Medical Group

I. PURPOSE AND OBJECTIVE:

To specify guidelines for how to operate ambulatory BMG practices with the goal of balancing the need to provide care to our patients against the need to protect the safety of patients, visitors, and staff.

A. Red/Yellow/Green Zones

Zone	Patient Screening Criteria
Green Zone	Asymptomatic and pass screening guidelines
Yellow Zone	Screens positive for one or more symptoms on the screening questionnaire
Red Zone	Highly suspicious for COVID with severe symptoms and positive diagnosis

II. PROCEDURE:

A. Telephone Screening

- i. Telephone screening at the time appointment is made
- ii. Guidelines for limitations on companions/children should be explained on the call to set clear expectations.
- iii. In practices with a substantial population of immune compromised patients (Oncology, OB, transplant, etc.), patients should be screened the day before the appointment and instructed to call ahead if they develop fever or symptoms of COVID-19.
- iv. Telephone screening questions for patients and visitors:
 1. How are you feeling today?
 2. Do you have any COVID-19 symptoms, or have you tested positive in the last 10 days?
 3. Have you had close contact with anyone with COVID infection in the past 14 days?
 4. Please wear your mask covering your nose and mouth at all times while in the office.

B. In-Office Screening

- i. In cases where a door screener is not possible, patients/companions will be screened at the desk when approved by the director.
- ii. Patients and visitors should be asked/instructed:
 1. How are you feeling today?
 2. Do you have any COVID-19 symptoms, or have you tested positive in the last 10 days?
 3. Have you had close contact with anyone with COVID infection in the past 14 days?
 4. Please wear your mask covering your nose and mouth at all times while in the office.
- iii. If a patient screens positive in practices with a substantial population of immune compromised patients (Oncology, OB, transplant etc.), the provider should be consulted to see if the patient will be seen face to face or by telehealth.
- iv. Primary care patients who screen positive for possible COVID exposure or COVID symptoms should be seen for a face-to-face visit utilizing proper PPE and segregating the patient from other patients.

- v. All patients and companions/visitors will be provided hand sanitizer and be masked upon entry. Face coverings are acceptable if they adequately cover the nose and mouth.
 - 1. Anyone refusing to wear a face covering will not be allowed entry. Approved verbiage for those refusing to wear a mask: **Beaumont requires that everyone who enters our buildings must wear a cloth mask that covers the nose and mouth. This is the best infection control practice available to us to prevent the spread of COVID-19.**
 - 2. Valve filter masks are not permitted.
 - 3. Exceptions will be made in certain circumstances when a patient is unable to tolerate wearing a mask. These exceptions must be approved by the physician seeing the patient.
- vi. MIOSHA requires screening upon arrival for all staff members; any staff member screening positive for fever or symptoms of COVID-19 will not be allowed entry and will be instructed to contact Employee Health for further instructions.

C. Companions/Visitors

- i. Companions essential for the patient's physical and emotional wellbeing and care should be allowed.
- ii. Expectations of companion/visitor guidelines should be made clear at the time the appointment is made to avoid confusion.
- iii. Two parents/legal guardians for children under 21 may attend outpatient visits.
- iv. Support persons may accompany a person having an outpatient test, procedure, or treatment where:
 - 1. Support is needed to assist patient in getting to and from the appointment.
 - 2. Patient support is needed for cognitive, physical, or emotional support.
 - 3. Patient support is needed for language or hearing-impaired barriers.
 - 4. The number of support persons should only be limited by space constraints and/or current BH guidelines.
- v. Patients should not bring children under 16 years old to an appointment.
 - 1. This should be explained at the time the appointment is made.
 - 2. Exceptions can be made by the provider/practice manager during times of low community transmission.
- vi. Companions for surgical procedures:
 - 1. One support person for adults.
 - 2. Two parents/legal guardians for children under 21.
- vii. Companions/visitors should be given the option to wait outside the facility when safe social distancing cannot be maintained. This may change based on community COVID activity.

D. Waiting Room Configuration

- i. Waiting room use should be limited to patients who screen negative and should follow the social distancing guidelines.
- ii. Patients who screen positive will be instructed to wait in their cars and called in once a room is ready.
- iii. To maintain social distancing, practices will need to ensure the following are in place:
 - 1. Floor spacers
 - a. Six-foot markings on the floor to keep appropriate distances
 - 2. Check-in windows
 - a. Use of appropriate PPE and social distancing.
 - 3. Waiting room furniture
 - a. Establish at least six feet between seats by chair removal, roping off (no tape) or turning chairs backwards
 - 4. Magazines and other items **are acceptable in the waiting room.**

E. Signage

- i. Signage to be ordered from the COVID-19 Whitlock Catalog as needed.

F. Social Distancing Plan/Mask Requirements

- i. Maintain social distancing by limiting interactions between patients and staff by:
 - 1. Directly rooming patients.
 - 2. Limiting physical interactions at check in and check out.
- ii. Surgical masks are required for healthcare personnel interacting with patients.
- iii. Follow updated masking guidelines as indicated below updated 5/17/22:
 - 1. [Beaumont Health Team Member Mask Expectations](#)

BEAUMONT HEALTH TEAM MEMBER MASK EXPECTATIONS

LOCATION/SETTING	VACCINATED ¹	EXEMPTED FROM VACCINATION
CLINICAL AREAS WITH POTENTIAL FOR PATIENT CONTACT ²	Mask required	Mask required
NON-CLINICAL EMPLOYEE OR STAFF AREAS ³ WITH NO POTENTIAL FOR PATIENT CONTACT ²	Mask may be removed if desired when ALL counties ⁴ are categorized as LOW by CDC; Mask strongly encouraged, but not required when any county ⁴ is categorized as MEDIUM by CDC; Mask required when ANY county ⁴ is categorized as HIGH by CDC	Mask required

WHEN ANY COUNTY⁴ IS HIGH, UNIVERSAL MASKING APPLIES REGARDLESS OF PATIENT PRESENCE/VACCINATION STATUS**

This guidance is not a substitute for team members using their best judgment. When in doubt, always err on the side of caution and wear a mask.

Vaccinated¹ individuals may wear masks whenever they wish. For vaccinated individuals, mask removal is optional.

Team members with approved medical or religious exemptions are required to wear a mask in all areas of a Beaumont facility at all times (except for limited removal for eating or drinking), regardless of community level. Concerns around not following these procedures should be taken through the manager following usual Human Resources procedures.

1. **Vaccinated** means compliant with Beaumont Health's [Mandatory COVID-19 Vaccine Policy](#).
2. **Potential for patient contact** includes any location where it is reasonable to expect interacting with a patient. This includes all public/common areas of acute care campuses. Common areas include, but are not limited to hallways, nursing stations, cafeterias, elevators, and waiting rooms within clinical buildings.
3. **Non-clinical areas** include administrative or business areas that are not considered accessible to the general public, private offices, meeting rooms and conference spaces that are outside of clinical areas and not accessible to public/visitors, and laboratory workspaces.
4. **Counties** used for BH masking guidance include Macomb, Oakland and Wayne counties. Refer to [CDC's COVID-19 Integrated County View Tracker](#) for current county levels.
5. **Meetings** should follow Beaumont Health guidelines for meeting size and location. For larger groups, consider universal mask use.
6. **These guidelines apply to all Beaumont Team members.** Team members includes, but are not limited to, employees, physicians, residents, fellows, volunteers, students, contracted personnel and professional staff (including credentialed staff and physicians who provide services at any Beaumont facility).

****These guidelines may be adjusted by Infection Prevention based on COVID-19 transmission in the community or facility.****

iv. **BH Restrictions on Meetings and In-Person Interviews During Periods of Ongoing COVID-19 Community Transmission** – updated 5/17/22

BH RESTRICTIONS ON MEETINGS AND IN-PERSON INTERVIEWS DURING PERIODS OF ONGOING COVID-19 COMMUNITY TRANSMISSION

Level of Restrictions:	Community Level	Meetings/Gatherings	Vendor Meetings	Visitation
Low	Low	No limits. If no patients present, fully vaccinated individuals have the option to remove their masks*. Anyone not fully vaccinated must wear their mask and maintain social distancing.	In-person allowed. If no patients present, fully vaccinated individuals have the option to remove their masks*. Anyone not fully vaccinated must wear their mask and maintain social distancing.	Refer to visitation guidance posted on the intranet.
Medium	Medium	Groups up to 50% room capacity. In-person meetings – all must wear masks and practice social distancing, regardless of patient presence and vaccination status. Food and drink may be provided, but “grab and go” should be practiced.	Groups up to 50% room capacity. In-person meetings – all must wear masks and practice social distancing.	Refer to visitation guidance posted on the intranet.
High	High	Groups up to 25% room capacity. In-person meetings – all must wear masks and practice social distancing, regardless of patient presence and vaccination status. Providing food and drink is discouraged.	Only when there is a business need for vendor to come on-site. Otherwise, virtual. Masks required for in-person interaction with vendor.	Refer to visitation guidance posted on the intranet.
Critical	High & Test Positivity > 20%	Only trainings that CANNOT be performed virtually. In-person meetings – all must wear masks and practice social distancing. Do not provide food and drink.	Only vendor interactions that CANNOT be performed virtually and that are time-critical. Masks to be worn by vendor and BH team members.	Refer to visitation guidance posted on the intranet.

*MASKS REQUIRED, REGARDLESS OF VACCINATION STATUS, IN COMMON AREAS WHERE PATIENTS MAY BE. REFER TO [MASK GUIDANCE](#) FOR DETAILS.
 COVID Community Level is the CDC’s non-healthcare measure of burden, and for BH is based on Macomb, Oakland & Wayne Counties.
 This guidance is subject to change. Site specific restrictions may be in place. Contact site Infection Prevention & Epidemiology for further guidance.

BH RESTRICTIONS ON MEETINGS AND IN-PERSON INTERVIEWS DURING PERIODS OF ONGOING COVID-19 COMMUNITY TRANSMISSION

Level of Restrictions:	Community Level	In-Person Interviews	In-Person/On-Site Recruiting Events
Low	Low	In-person allowed. Hiring managers and candidates are not required to wear a mask if fully vaccinated*, however, they can choose to wear a mask. If they are not fully vaccinated, they will be required to wear a mask and social distance during the interview.	No restrictions. Follow BH MASK GUIDANCE .
Medium	Medium	Encourage virtual interviews, but limited in-person interviews allowed.	Limited attendance at in-person recruiting events. Consider limiting BH attendees, confirm venue is limiting capacity and requiring masks. BH employees should wear masks. Food and drink may be provided, but “grab and go” should be practiced.
High	High	Virtual interviews should be done when possible. Any exceptions must be approved by HR. Any approved in-person interviews will require masks for all participants.	Do not attend in-person recruitment events.
Critical	High & Test Positivity > 20%	Only virtual interviews.	Do not attend in-person recruitment events.

G. Check Out and Payment Process

- i. Limit physical transactions.
- ii. AVS
 - 1. Provide patient AVS and follow-up to patient in room
 - 2. AVS is compliant to send by mail for telehealth or via MyChart.
- iii. Payment
 - 1. Pre-Payment
 - a. Patients will be asked to pre-pay through MyChart eCheck-in process.
 - 2. Alternative Workflow
 - a. If exception to standard workflow, use measures to disinfect any items shared between patients including pens or clipboards.

**Beaumont Health Infection Prevention Guidance:
Use of Eye Protection Updated 8/19/2021**

Background:

Centers for Disease Control (CDC) guidance as of February 10, 2021, states that HCP working in facilities located in areas with moderate to substantial community transmission are more likely to encounter asymptomatic or pre-symptomatic patients with SARS-CoV-2 infection¹. Thus, standard precautions and universal source control measures are recommended (e.g., a well-fitting facemask). Eye protection is also recommended during patient care encounters to ensure eyes are protected from respiratory secretions. In times of low community transmission (or in the absence of an outbreak/cluster of COVID-19 cases), universal eye protection is no longer required for all patient care interactions. Further, as the number of vaccine-protected HCP increases, universal eye protection will be strongly recommended rather than required for non-COVID-19 patient care during periods of moderate to substantial community transmission. However, eye protection may still be worn as part of standard precautions when there is risk of respiratory droplet or body fluid exposure.

Recommendations:

	Low community transmission	Moderate-to-substantial community transmission
Test positivity	<5%*	>5%
Cases per 100,000	<10	>10
Use of eye protection	<ul style="list-style-type: none"> ➤ Required when caring for confirmed or suspected COVID-19 patients (e.g., test positive, test pending) ➤ Recommended when performing high-risk aerosol generating procedures** on any patient ➤ Recommended for any anticipated splash/spray risk in accordance with standard precautions ➤ Optional in all other scenarios 	<ul style="list-style-type: none"> ➤ Required for <u>all</u> patient care when caring for confirmed or suspected COVID-19 patients (e.g., test positive, test pending) ➤ <i>Strongly</i> recommended when performing high-risk aerosol generating procedures** on any patient ➤ <i>Strongly</i> recommended for all patient care encounters ➤ Recommended for any anticipated splash/spray risk in accordance with standard precautions

*Eye protection may also be recommended by Infection Prevention & Epidemiology during outbreaks or clusters within a facility. Please contact your local Infection Prevention team for updates. **Commonly performed medical procedures that are often considered AGPs, or that create uncontrolled respiratory secretions, include: open suctioning of airways; sputum induction; cardiopulmonary resuscitation; endotracheal intubation and extubation; non-invasive ventilation (e.g., BiPAP, CPAP); bronchoscopy; manual ventilation; medical/surgical/postmortem procedures using oscillating bone saws; and dental procedures involving: ultrasonic sealers; high-speed dental handpieces; air/water syringes; air polishing; and air abrasion.

References: 1. COVID Data Tracker (includes levels of community transmission). <https://covid.cdc.gov/covid-datatracker/#county-view>. Visited August 19, 2021.

PPE Guidelines

PPE can be thrown in the regular trash with a cover.

ALL EMPLOYEES MUST BE FIT TESTED FOR USE OF N95 MASK USED IN OFFICE

OSHA video on Proper Donning, Doffing, and Seal Checks: <https://www.osha.gov/video/20091216-respirator-1-english-high.wmv>

PPE GUIDELINES FOR PATIENT CARE SUMMARY						
	N95 Respirator Mask	Mask	Goggles/ Face Shield	Gown	Gloves	Hand Hygiene
Patient door screeners	NO	Ear loop mask	Strongly Recommended	NO	NO	Hand hygiene between patients
All patients and companions > 2 years of age	NO	Homemade, ear loop, or filter mask with ear loop over top	NO	NO	No - if comes with gloves discard	Upon Entry and Before Exit
Non-Clinical Staff	NO	See guidelines page 3	Recommended for patient interactions	NO	NO	Yes – frequent
All direct care contact with patients wearing a mask	NO	Ear loop	Strongly Recommended	Optional	Yes	Hand hygiene before donning and after doffing PPE
Close contact with patients screening negative for Covid who require removal of mask during the visit (i.e. nebulizer treatment, oral exam)	Recommended	Ear loop minimum	Strongly Recommended	Recommended	Yes	Hand hygiene before donning and after doffing PPE
Patients with confirmed or suspected Covid who require removal of mask during aerosol generating procedure (AGP) or Covid POC/PCR testing	N95 Required See room protocol below	Ear loop should be worn over N95	Required	Yes	Yes	Hand hygiene before donning and after doffing PPE

H. Cleaning Workflow

- iv. Cleaning will be based on the following guidelines:
 - 1. Sensitive Equipment (computers, cell phones, equipment)
 - a. Order grey top wipes; acceptable replacements:
 - i. Hydrogen peroxide wipes, Virex Plus, Oxivir, or PDI Hypercide.
 - v. All Other Cleaning:
 - 1. Order purple top wipes; acceptable replacements:
 - a. Grey tops (or any grey top replacements listed above), PDI-24 Germicide, Cavi Wipes, or Stryker yellow top wipes.
 - vi. Red tops are not effective for COVID.
 - vii. Stethoscopes and other staff items should be cleaned between every patient.

CLEANING SUMMARY							
Between Patients screening negative for Covid	exam tables	countertops, keyboards	doorknobs, faucets	exam lights/handles	Exam room chairs	thermometer, BP cuffs, Stethoscopes	
AGP or Suspected Covid Patient with mask removal	Close Door and leave room empty for one hour or per IFU if HEPA filter in use; Wear ear loop mask, eye protection, gown, and gloves and clean per usual protocol						
End of Day Cleaning	TO BE DONE BY ASSIGNED OFFICE STAFF						
Exam Room	exam tables	countertops, keyboards	doorknobs, faucets	exam lights/handles	Exam room chairs	thermometer, BP cuffs	
Bathrooms	All bathroom surfaces	toilet seat and handle; urine pass through areas	light switches	Other bathroom items including markers for urine specimens	Door handles		
Reception, Offices, Lab Area	All surfaces	keyboards, phones	light switches	chairs, armrests	Door handles		
Waiting Room	All counter surfaces	tables, lamp switches	light switches	chairs, armrests	Door handles		
Break Room	All surfaces	handles	light switches	chairs, armrests	Door handles		
Trash	Empty end of day						

III. REFERENCES (if applicable):