

## BMG COVID Care Model Guidelines

Last Modified:	8/20/21
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	Appropriate Care Location
<b>Green Zone</b>	Asymptomatic and pass screening guidelines	All BMG practices
<b>Yellow Zone</b>	Possible COVID, screens positive for one or more symptoms on the screening questionnaire	Screened with telemedicine or office visit and sent to designated yellow zone PCP office or lab site for testing
<b>Red Zone</b>	Highly suspicious for COVID with severe symptoms and positive diagnosis	Emergency Center

### II. PROCEDURE:

#### A. Telephone Screening

- i. Telephone screening at the time appointment is made and within 24 hours of the appointment date.
- ii. Guidelines for limitations on companions/children should be explained on the call to set clear expectations.
- iii. Patients are considered fully vaccinated but must still remain masked:
  1. Two weeks after their second dose in a 2-dose series (Pfizer, Moderna)
  2. Two weeks after a single dose vaccine (Johnson & Johnson/Janssen)
- iv. Patients should be instructed to call ahead and discuss the need to reschedule if they develop fever or symptoms of COVID-19.
- v. Follow guidelines for patient scheduling on the [link to current screening questionnaire](#).

#### 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. **Eye protection is strongly recommended for non-COVID patient interactions (8/20/21).**
- ii. If screen is positive, patient/companion will be asked to exit immediately and make a telehealth appointment.
- iii. All patients and companions/visitors will have their temporal temperature taken, be provided hand sanitizer, and be masked upon entry. Face coverings are acceptable as long as they adequately cover the nose and mouth.
  1. If refuse to wear 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.

- iv. Screening is conducted 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.
- v. Use the same screening tool used for telephone screening under 2.A.v. above

**C. Companions/Visitors**

- i. Limit companions/visitors to those essential for the patient's physical and emotional wellbeing and care.
- 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. One support person may accompany 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. Arrangements must be made in advance.
  - 5. Others must wait outside until the patient is ready to leave.
- v. Patients must not bring children under 16 years old to an appointment.
  - 1. Appointment must be rescheduled if childcare is not available.
  - 2. \*\*Exceptions must be pre-approved at the time of scheduling by the provider and practice manager.
- 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. Visit Types**

- i. Telehealth will always be there to complement, and when necessary replace, in office visits.
- ii. Yellow zone primary care practices may see patients in the office or by telehealth visits.
  - 1. Patients screening negative may be seen in the office.
  - 2. Patients screening positive may be seen by telehealth or in office prior to COVID testing. Those seen in the office must be segregated from healthy patients.

**E. 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. Remove pens and clipboards for sign in.
    - b. 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. Remove magazines and other items that cannot be sanitized from waiting room.

**F. Signage**

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

**G. 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. Follow updated masking guidelines as indicated below **effective 8/10/21**:
- iii. [Beaumont health team member mask expectations](#)

**BEAUMONT HEALTH TEAM MEMBER MASK EXPECTATIONS WHEN COMMUNITY PREVALENCE < 5%**

LOCATION/SETTING	FULLY VACCINATED <sup>1</sup>	NOT FULLY VACCINATED
AREA WITH POTENTIAL FOR PATIENT CONTACT <sup>2</sup> SUCH AS COMMON AREAS/DURING PATIENT CARE ACTIVITIES	Mask required	Mask required
EMPLOYEE OR STAFF AREAS <sup>3</sup> WITH <b>NO</b> POTENTIAL FOR PATIENT CONTACT <sup>2</sup>	Mask may be removed if desired	Mask required
MEETING WITH NO PATIENTS PRESENT <sup>4</sup>	Mask may be removed if desired	Mask required if attending in person.
AT YOUR INDIVIDUAL WORKSTATION WITH NO POTENTIAL FOR PATIENT CONTACT <sup>2</sup>	Mask may be removed if desired	Mask may be removed if six feet of social distancing is maintained

\*\*These guidelines apply when community positivity is < 5%.

Infection Prevention & Epidemiology tracks community positivity, and will notify all when this changes.

**WHEN COMMUNITY POSITIVITY IS ≥ 5%, UNIVERSAL MASKING APPLIES REGARDLESS OF PATIENT PRESENCES/VACCINATION STATUS\*\***

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

Fully vaccinated<sup>1</sup> individuals may wear masks whenever they wish. For vaccinated individuals, mask removal is optional.

For the purposes of this masking guidance, Beaumont is currently using the honor system for determining which individuals are fully vaccinated. Concerns around not following these procedures should be taken through the manager following usual Human Resources procedures.

1. **Fully vaccinated** means greater than two weeks after the last dose of a COVID-19 vaccine series. Individuals who have recovered from COVID-19 are not considered fully vaccinated and should continue to mask until they meet fully vaccinated criteria.
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 nursing stations, elevators, hallways, restrooms, food service areas, and all common areas on the first floor of the Beaumont Service Center.
3. **Staff areas** include, but are not limited to, break rooms, locker rooms, etc.
4. **Meetings** should follow Beaumont Health guidelines for meeting size and location. For larger groups, consider universal mask use.
5. **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. Meeting Guidance from July 1, 2021: As of 8/10/21 use medium level of restrictions for meetings**

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

Level of Restrictions:	COVID % Positivity	Meetings/Gatherings	Vendor Meetings	In-Person Interviews
Low	≤ 5%	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.	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.
Medium	> 5 – 10%	Groups up to 25 participants or 50% room capacity. 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.  Food and drink may be provided, but “grab and go” should be practiced.	Groups up to 25 participants or 50% room capacity. 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.	Encourage virtual interviews, but limited in-person interviews 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.
High	> 10 - 20%	Groups up to 10 participants. 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.  Do not provide food and drink.	Only when there is a business need for vendor to come on-site. Otherwise, virtual. Masks required for in-person interaction with vendor.	Only final candidates may be allowed to interview with individuals/small groups in-person. This is at the discretion of HR as to which positions require in-person.
Critical	> 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.	Only virtual interviews.

\*MASKS REQUIRED, REGARDLESS OF VACCINATION STATUS, IN COMMON AREAS WHERE PATIENTS MAY BE. REFER TO [MASK GUIDANCE](#) FOR DETAILS.

This guidance is subject to change. Site specific restrictions may be in place. Contact site Infection Prevention & Epidemiology for further guidance.

**H. 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 infection<sup>1</sup>. 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
<b>Test positivity</b>	<5%*	>5%
<b>Cases per 100,000</b>	<10	>10
<b>Use of eye protection</b>	<ul style="list-style-type: none"> <li>➤ Required when caring for confirmed or suspected COVID-19 patients (e.g., test positive, test pending)</li> <li>➤ Recommended when performing high-risk aerosol generating procedures** on any patient</li> <li>➤ Recommended for any anticipated splash/spray risk in accordance with standard precautions</li> <li>➤ Optional in all other scenarios</li> </ul>	<ul style="list-style-type: none"> <li>➤ Required for <u>all</u> patient care when caring for confirmed or suspected COVID-19 patients (e.g., test positive, test pending)</li> <li>➤ <i>Strongly</i> recommended when performing high-risk aerosol generating procedures** on any patient</li> <li>➤ <i>Strongly</i> recommended for all patient care encounters</li> <li>➤ Recommended for any anticipated splash/spray risk in accordance with standard precautions</li> </ul>

\*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

**I. 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							
<b>Between Patients screening negative for Covid</b>	exam tables	countertops, keyboards	doorknobs, faucets	exam lights/handles	Exam room chairs	thermometer, BP cuffs, Stethoscopes	
<b>AGP or Suspected Covid Patient with mask removal</b>	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						
<b>End of Day Cleaning</b>	<b>TO BE DONE BY ASSIGNED OFFICE STAFF</b>						
<b>Exam Room</b>	exam tables	countertops, keyboards	doorknobs, faucets	exam lights/handles	Exam room chairs	thermometer, BP cuffs	
<b>Bathrooms</b>	All bathroom surfaces	toilet seat and handle; urine pass through areas	light switches	Other bathroom items including markers for urine specimens	Door handles		
<b>Reception, Offices, Lab Area</b>	All surfaces	keyboards, phones	light switches	chairs, armrests	Door handles		
<b>Waiting Room</b>	All counter surfaces	tables, lamp switches	light switches	chairs, armrests	Door handles		
<b>Break Room</b>	All surfaces	handles	light switches	chairs, armrests	Door handles		
<b>Trash</b>	Empty end of day						

**v. REFERENCES (if applicable):**