



PDC Operations

Clinic COVID-19 Patient and Visitor Screening

Background: To prevent the potential spread of illness, all patients and visitors will be screened. Patients are allowed 1 visitor over the age of 12 to accompany them to any PDC clinic appointment. Screeners must wear a mask. Please remind screeners that donning full PPE is not recommended and needs to be conserved for our staff doing testing and caring for COVID + patients.

PDC Patient and Visitor Screening Standard Work

Scripting for screening Patients and Visitors

“For the safety of our patients, visitors and team members, we are screening all patients as well as visitors”

Screen the patient first and then the visitor

- **Provide hand sanitizer**
- **Masking** is essential, if the patient and visitor do not have masks, **hand them one, DO NOT** allow anyone to reach in to box to obtain a mask.
- **Screening question #1 (Exposure question): In the last 30 days, have you had any close contact with someone known to have Coronavirus/COVID 19 ? If YES, obtain their name, DOB, cell phone number and provider they are here to see. Inform the patient that they will need to wait in their car for a phone call from their physician’s office.**
- **Screening question #2 (Symptoms question): In the last 30 days, have you had any symptoms of flu-like illness or upper respiratory illness? (Runny nose, sore throat, cough, shortness of breath, headache, fever, muscle aches, fatigue, change in taste/smell or any GI symptoms (nausea, vomiting or diarrhea)? If YES, obtain their name, DOB, cell phone number and provider they are here to see. Inform the patient that they will need to wait in their care for a phone call from their physician’s office.**
- **Visitors who answer yes to either one or both questions will be asked to go to their car and stay there to wait on the patient, unless they are a parent of a child or caregiver of the patient.**

- **Screeners:** If patient answers YES to above and is directed back to their car, the screener should do the following:
 - **Notify the clinic/provider where the patient was being seen that the patient failed the “front door screening” and what they failed.**
 - **The patient’s provider will then determine if the patient may continue with the visit, convert the visit to a telehealth visit, reschedule the patient, or if covid testing is indicated.**
 - **Provider or provider’s designee will notify patient of clinic visit outcome.**
 - **If the patients answers NO to the above questions, be sure to inform the patient that they will be asked these same questions throughout their visit for their safety and the safety of our staff and providers. Patient can then proceed to the clinic.**
 - **If either the patient or visitor has any severe acute symptoms, notify licensed staff to complete assessment in exam room immediately.**