

## For Intermountain Hospitals

Updated August 20, 2020

### Purpose

Screening visitors, guests, and patients (non-emergency) entering our facilities is an important step to mitigating the risk of exposure to COVID-19. Please use the following guide to assist you in the screening process.

Intermountain is conducting a screening questionnaire for all individuals entering or working in clinical facilities. We are also requiring that all patients and permitted visitors wear a mask or face covering when entering our facilities. Please use this script to perform the workflow and direct individuals based on screening results and role (e.g. caregiver, patient, or visitor).

### Greeter Responsibilities

- ✓ Each day before you begin your shift, ensure you know the latest visitor policy online (<https://intermountainhealthcare.org/visitors> or <http://primarychildrens.org/visitors> for Primary Children's), by scanning the QR code on this page, or asking your manager.
- ✓ Show compassion and respect privacy.
- ✓ Do not turn away people seeking care.
- ✓ Encourage patient wayfinding and appropriate social distancing.
- ✓ PPE: All Screeners must wear a procedure mask and face shield or goggles.
- ✓ Ask patients, visitors, and companions entering without a mask or cloth face covering to put one on if they have it. If they don't have a mask or face covering, provide one and ask for them to put it on and keep it on while in the facility. If they still refuse, ask if there is a medical reason for refusing the mask. If a medical reason is shared that's an extreme exception to being able to wear a mask (for example, a facial abnormality), ask the patient to wait at the entrance while the appropriate department is contacted to speak to the patient. The department may determine the best approach to accommodate the patient's needs or to see if care can be postponed, provided virtually, or performed in person with a rapid escort to a patient room and expedited examination, depending on the department's assessment of acuity and safety risk.
- ✓ Ask patients, visitors, and companions entering and wearing a neck gaiter or bandana as a covering to put on a mask or cloth face covering that we provide to them. Hand them a mask and say, "We find these types of masks offer better protection because of the material used and seals around the top, sides and bottom of the face. We strongly encourage you to wear this instead." If they continue to refuse and prefer the gaiter or bandana, allow them to proceed.
- ✓ If your location is experiencing high volume, place markers (for example, colored tape on the floor) 6 feet apart or stanchions to ensure appropriate social distancing take places in queue while screening takes place.



Visitor restrictions change frequently. Scan code with your smartphone for the latest visitor restrictions.

### STEP ONE: Greeting

- If translation services are needed, call the operator, use facility-supplied tablet device, or consult with the front desk.
- **ASK: Are you here as a patient, visitor, or Intermountain caregiver?**
  - For a **Patient**, proceed to **STEP TWO: Screening Questions**.
  - For a **Visitor or Guest**, provide them a [visitor guidelines flier](#) and **ASK:**
    - "You may have heard that our visitor guidelines and screening policies have changed at our facility as a precaution to keep our patients and caregivers safe from COVID-19. Will you please review the guidelines at [IntermountainHealthcare.org/visitors](https://IntermountainHealthcare.org/visitors), scan the QR code, or speak with the front desk to ensure you are eligible?"
      - If visitor meets eligibility as indicated on the visitor policy, proceed to **STEP TWO: Screening Questions**.
      - If visitor does not meet eligibility, **politely decline access**.
  - For a **Caregiver**, proceed to **STEP TWO: Screening Questions**.

### STEP TWO: Screening Questions

- **QUESTION 1:** "Are you currently experiencing any symptoms including chills, fever, feeling feverish, cough, shortness of breath, lost sense of smell or taste, sore throat, or nausea, vomiting, or diarrhea?"

- **Patient**
  1. **If YES**, ensure that a procedure mask is placed on the patient, **let them proceed in the facility**, and **SAY**:  
*"We're here to care for you. Please wear this mask over your nose and mouth during your time here, and please try to keep a social distance of at least 6 feet from others in the facility unless you are receiving care."*
  2. **If NO**, **proceed to QUESTION 2**.
  3. **If patient wants to go to emergency department (ED)**, ensure that a procedure mask is placed on the patient and **direct them to the ED entrance**. For issues outside the hospital, call 9-1-1.
- **Visitor/Guest**
  1. **If YES\***, **politely decline access**, give visitor a [symptomatic visitor takeaway flier](#), and **SAY**:  
*"Your symptoms may indicate that you have a viral illness. To ensure your health and safety, we ask that you return home and contact your provider to seek care or use Intermountain Connect Care."*
  2. **If NO**, **proceed to QUESTION 2**.
- **Caregiver**
  1. **If YES, decline access**, give [symptomatic caregiver takeaway flier](#), and **SAY**:  
*"Your symptoms indicate that you may have a viral illness. To ensure your health and safety, we ask that you notify your manager and contact AskHR at 801-442-7547 to speak with an employee health nurse."*
  2. **If NO**, **proceed to QUESTION 2**.

● **QUESTION 2: Are you currently waiting for COVID-19 test results, or are you confirmed positive COVID-19?**

- **Patient**
  1. **If YES**, ensure that a procedure mask is placed on the patient, provide them with a [symptomatic visitor takeaway flier](#) (fill checkbox with "Awaiting COVID results/confirmed COVID"), **let them proceed into the facility**, and **SAY**:  
*"We're here to care for you. Please wear this procedure mask over your nose and mouth during your time here, and please try to keep a social distance of at least 6 feet from others in the facility. In addition, please present this takeaway card to the front desk of the office you are looking to visit."*
  2. **If NO**, ensure that a cloth face covering is on the patient, **let them proceed into the facility**, and **SAY**:  
*"We're here to care for you. You are required to wear this mask/cloth face covering during your time here, and please try to keep a social distance of at least 6 feet from other guests in the facility. If you don't want to take the mask (cloth face covering) home with you when you leave, then please recycle it here"*
  3. **If patient wants to go to emergency department (ED)**, ensure that a procedure mask is placed on the patient and **direct them to the ED entrance**. For issues outside the hospital, call 9-1-1.
- **Visitor**
  1. **If YES\***, **politely decline access**, give [symptomatic visitor takeaway flier](#), and **SAY**:  
*"To ensure everyone's health and safety, we are not allowing any visitors who are awaiting test results or who have tested positive for COVID-19. We ask that you return home and follow the CDC's recommended guidelines. You can call the COVID-19 Hotline at 844-442-5224 with questions."*
  2. **If NO**, ensure that a cloth face covering is on the visitor, let them proceed into the facility, and **SAY**:  
*"You are required to wear this cloth face covering over your nose and mouth during your time here, and please try to keep a social distance of at least 6 feet from other guests in the facility. There's also an envelope/bag that you can place your mask in when you leave so you can take the mask home with you. If you don't want to take the mask (cloth face covering) home when you leave, then please recycle it here."*
- **Caregiver**
  1. **If YES**, give [symptomatic caregiver takeaway flier](#), and **SAY**:  
*Unless you have been cleared by employee health, we ask that you return home, notify your manager, and contact AskHR at (801) 442-7547 to speak with an employee health nurse."*
  2. **If NO**, **proceed to QUESTION 3**.

● **QUESTION 3 (for caregivers only): Do you have anyone in your household that has tested positive for COVID-19, or exhibited any fever, cough, or shortness of breath?**

- **Caregiver**
  1. **If YES**, **let them proceed into the facility**, and **SAY**:  
*"You should contact AskHR at (801) 442-7547 sometime during your shift who will assess you and advise appropriately, which may include a symptom watch."*
  2. **If NO**, ensure they are wearing a procedure mask (if working in a clinical area) or cloth face covering (if working in a non-clinical area), and **let them proceed into the facility**. Let them know there is a mask recycling bin.

\*Special circumstances may occur that a patient needs assistance from a symptomatic visitor. Notify your manager of any situation that may meet this criteria (e.g. patient is a minor or vulnerable adult).