

Initial Phone Contact

Departments involved:

Anyone speaking to a patient ask the following questions regarding patient health and symptoms.

- Intake
- All Caregivers prior to visiting home

Screening Questions

- Is anyone in your home currently sick with respiratory illness?
- Do you have any of the following symptoms:
 - Fever?
 - Cough?
 - And/or new onset shortness of breath (not related to a chronic condition)?

If the answer is yes, ask:

- Have you had recent contact with a confirmed Covid-19 Novel Coronavirus patient?
- Have you traveled to an area where Covid-19 Novel Coronavirus is active?

Actions

- If the patient answers *Yes* to all the screening questions
 - Explain to the patient we need to obtain appropriate infection control equipment to schedule the visit. This helps to minimize the spread of disease within our community.
 - Patients with mild symptoms are encouraged to avoid healthcare facilities, treat symptomatically, and if needed, access Intermountain Connect Care providers who can evaluate for COVID-19 and give advice about additional care.
 - Immediately make manager aware, include patient name and MRN.
 - Manager is responsible for:
 - Escalation to Administrator
 - Chart in Netsmart the PPE needed under Standard Precautions
- If the patient answers *No* to all the screening questions
 - Schedule visit as normal
 - Follow standardized handoff process
- If the patient answers *Yes* to fever, cough, shortness of breath but *No* to Covid-19 specific questions
 - Schedule visit
 - Follow standardized handoff process

- Follow normal PPE precautions.