

Initial Phone Contact

Departments involved:

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

- Intake
- Medical Necessity
- HME Sites (office/delivery)

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.
 - Refer to this document (insert link to Covid-19 document) to advise the patient how to seek medical attention, if applicable.
 - Check order priority times for processing & delivery.
 - Immediately make manager aware, include patient name and MRN.
 - Manager is responsible for:
 - Escalation
 - Prioritize
 - Communication/Coordination responsibilities (referral sources, etc.)
 - Chart in CPR+ using “PPE Needed” progress note.
 - Create alert on account stating patient is High Risk Covid-19 Patient (confirmed or suspected Covid-19).
- If the patient answers *No* to all the screening questions

- Schedule delivery
- Follow standardized handoff process
- If the patient answers Yes to fever, cough, shortness of breath but No to Covid-19 specific questions
 - Schedule delivery
 - Document “Low risk. PPE mask/gloves” in the footer of the ticket
 - Chart in CPR+ using “PPE Needed” progress note.
 - Create alert on account stating patient has “Low Risk Resp Patient (Non-Covid-19) use mask and gloves”.
 - Follow standardized handoff process.

Office Visit/Walk-In Initial Contact

Departments involved:

- HME office

When patient arrives at facility ask the following questions regarding patient health and symptoms.

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 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 and you will schedule a visit to their home. This helps to minimize the spread of disease within our community.
 - Refer to this document (insert link to Covid-19 document) to advise the patient to seek medical attention, if applicable.
 - Immediately offer patient a surgical mask
 - Invite patient to leave order with you and receive a home delivery in place of waiting onsite
 - Let them know you will call them with an update of their order **and arrange home delivery**
 - If they refuse to leave, immediately offer mask and sequester patient in a set up room or other area away from other patients

- Immediately make manager aware, include patient name, MRN, and location (either left facility or are in a specific room)
- Check order priority times for processing & delivery
- Report back to patient (either call or face to face discussion) and arrange for delivery to the home
- Chart in CPR+ using “PPE Needed” progress note
- Create alert on account stating patient is “High Risk Covid-19 Patient (confirmed or suspected Covid-19)”
- Schedule delivery
- If the patient answers *No* to all the screening questions
 - Sanitize hands prior to handling any supplies/equipment
 - Fulfill delivery of equipment following appropriate delivery processes
 - Sanitize hands post patient interaction
- If the patient answers *Yes* to fever, cough, shortness of breath but *No* to Covid-19 specific questions
 - Offer patient mask and sequester them to a set up room away from the lobby or other area away from other patients
 - Invite patient to leave order with you and receive a home delivery in place of waiting on site
 - Let them know you will call them with an update of their order **and arrange home delivery**
 - Document “low risk PPE mask/gloves” in the footer of the ticket
 - Chart in CPR+ using “PPE Needed” progress note
 - Create alert on account stating patient has “Low Risk Resp Patient (Non-Covid-19) use mask and gloves”
 - Sanitize hands prior to handling any supplies/equipment
 - Put on mask and gloves
 - Fulfill delivery of equipment following appropriate delivery process
 - Remove PPE
 - Remove gloves
 - Sanitize hands
 - Remove face mask
 - Dispose of PPE in appointed areas

Field/Home Delivery

Departments involved:

- HME office/field

When you arrive to the patient home check the delivery ticket for footer instructions for PPE. Follow directions, as appropriate. If not noted, ask the following screening questions upon arrival and before entering the 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 confirmed Covid-19 Novel Coronavirus patient
- Have you traveled to an area where Covid-19 Novel Coronavirus is active

Actions

Sanitize hands prior to going to the home and upon completing the set up and returning to the vehicle in all situations.

- If the patient answers Yes to all the screening questions
 - Explain to the patient we need to obtain appropriate infection control equipment and you may need to reschedule a visit to their home. This helps to minimize the spread of disease within our community.
 - Refer to this document (insert link to Covid-19 document) to advise the patient to seek medical attention, if applicable.
 - Immediately make manager aware for escalation, include patient name and MRN
 - Return to van and don appropriate PPE equipment including:
 - Gown
 - Gloves
 - N95 mask
- If you do not have N95 mask and appropriate PPE **do not** complete set up. Leave the home and reschedule delivery.
 - Consult with manager of how to proceed with rescheduling delivery.
- If you have an N95 mask and appropriate PPE complete set up keeping social distance of 6 feet away from sick person.
 - If possible, politely request the sick person go to a part of the home away from where the equipment will be set up, and
 - Fulfill delivery of equipment following appropriate delivery processes.
 - Upon exiting the home
 - Remove gown and gloves.
 - Open van door with ungloved hands and obtain medium sized blue bag.
 - Place gown and gloves inside blue bag.

- Sanitize hands.
- Remove N95 mask, place inside blue bag.
- Dispose of all PPE in patient's outdoor garbage.
- Return to vehicle.
- Sanitize hands.
- Chart in CPR+ "PPE Needed" progress note.
- Create alert on account stating patient is High Risk Covid-19 Patient (confirmed or suspected Covid-19)
- If the patient answers *No* to all the screening questions
 - Sanitize hands prior to handling any supplies/equipment.
 - Fulfill delivery of equipment or supplies following appropriate delivery process.
 - Sanitize hands post patient interaction.
- If the patient answers *Yes* to fever, cough, shortness of breath but *No* to Covid-19 specific questions
 - Ask patient if they have a mask they can wear.
 - If they do not have a mask, please return to the vehicle and obtain a disposable surgical mask for them to wear during the set up.
 - Maintain a social distance of 6 feet between yourself and sick person/s during set up.
 - Return to the van and don gloves and disposable surgical mask.
 - Gloves
 - Mask
 - Complete set up keeping social distance of 6 feet away from sick person
 - Upon exiting the home
 - Remove gloves
 - With clean hands open van door and obtain small sized blue bag
 - Place gloves inside blue bag
 - Sanitize hands
 - Remove mask, place in blue bag
 - Dispose of all PPE in patient's outdoor garbage
 - Return to vehicle
 - Sanitize hands
- Chart in CPR+ "PPE Needed" progress note
- Create alert on account stating patient has "Low Risk Resp Patient (Non-Covid-19) use mask and gloves"

Respiratory Related Orders

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For non-urgent orders:

The patient answers **yes to all screening questions or is confirmed Covid-19**

- Delay set up if patient can wait until after infection is gone.
- Check with physician to confirm delay of set up is appropriate and safe.

For urgent orders:

The patient answers **yes to all screening questions or is confirmed Covid-19**

- All items are to be **set up in the home** with appropriate precautions (listed above) to be followed.

Cough Assist
Oxygen

Ventilators
CPAP

Suction Machines
BiPAP

Nebulizers
Airvo