

## CURRENT COVID-19 Guidance - last updated March 18, 2020

# **Guidance for Patients Presenting to PHYSICIAN OFFICES and OUTPATIENT DEPARTMENTS**

### **PATIENT PRESENTS**

**Screener** documents COVID-19 Patient Screening Form

Patient immediately offered mask if any clinical symptoms are present

#### **SCREEN POSITIVE**

Patient screens positive when they have: at least one box checked in the top **AND** bottom section

 Ask patient to return to their car and provide them an Instruction Card with COVID-19 Hotline.

## Scripting:

Sir/Ma'am: We've identified an area of concern that indicates you should be further screened before continuing with your (reason for visit). I'm going to ask you to follow the instructions on this card to help us continue your care.

- If patient is unable to call hotline from their car, notify a supervisor if help is needed to determine next steps.
- 3. Send positive screen forms to registration.

#### **SCREEN NEGATIVE**

Patient does not have at least one box checked in the top **AND** bottom section

Direct patient to go to registration with their form