

COVID-19/Coronavirus Preparedness Considerations for Outpatient/Ambulatory Care Settings

1. Protect

Establish protocols and maintain supplies for disinfecting and Personal Protective Equipment (PPE)

- Ensure facility has adequate CDC recommended masks and other PPE supplies.
- Set-up cleaning process at front desk for ipads, etc.
- Conduct drills where staff members practice putting on/removing PPE.
- Offer surgical masks to employees for routine care.
- Establish a room that can safely isolate a patient.
- Develop procedures to limit exposure of persons to the patient's temporary isolation room.
- Review environmental cleaning procedures and provide staff with training for disinfection, including clean-up spills.
- Review plans for special handling of contaminated linens, supplies, and equipment.

2. Detect

Identify Patients with Coronavirus

- Maintain awareness of reported COVID-19/Coronavirus case locations, travel restrictions and public health advisories, and update your triage guidelines accordingly.

- Train staff on signs of and symptoms of Coronavirus and risk of exposure.
- Train staff on *COVID-19/Coronavirus Screening Criteria* (symptoms + travel history within 21 days of symptom onset) for use during patient phone calls and in person.
- Post COVID-19/Coronavirus Screening Criteria in triage/registration (phone and in-person) and care areas.
- Train staff on phone triage procedure (see flow diagram). At risk patients will be directed to ED.
- Train triage/registration staff on procedures when identifying an at-risk patient in your facility (see flow diagram).
- Conduct spot checks of triage/registration staff to determine if they are incorporating screening procedures for patients.

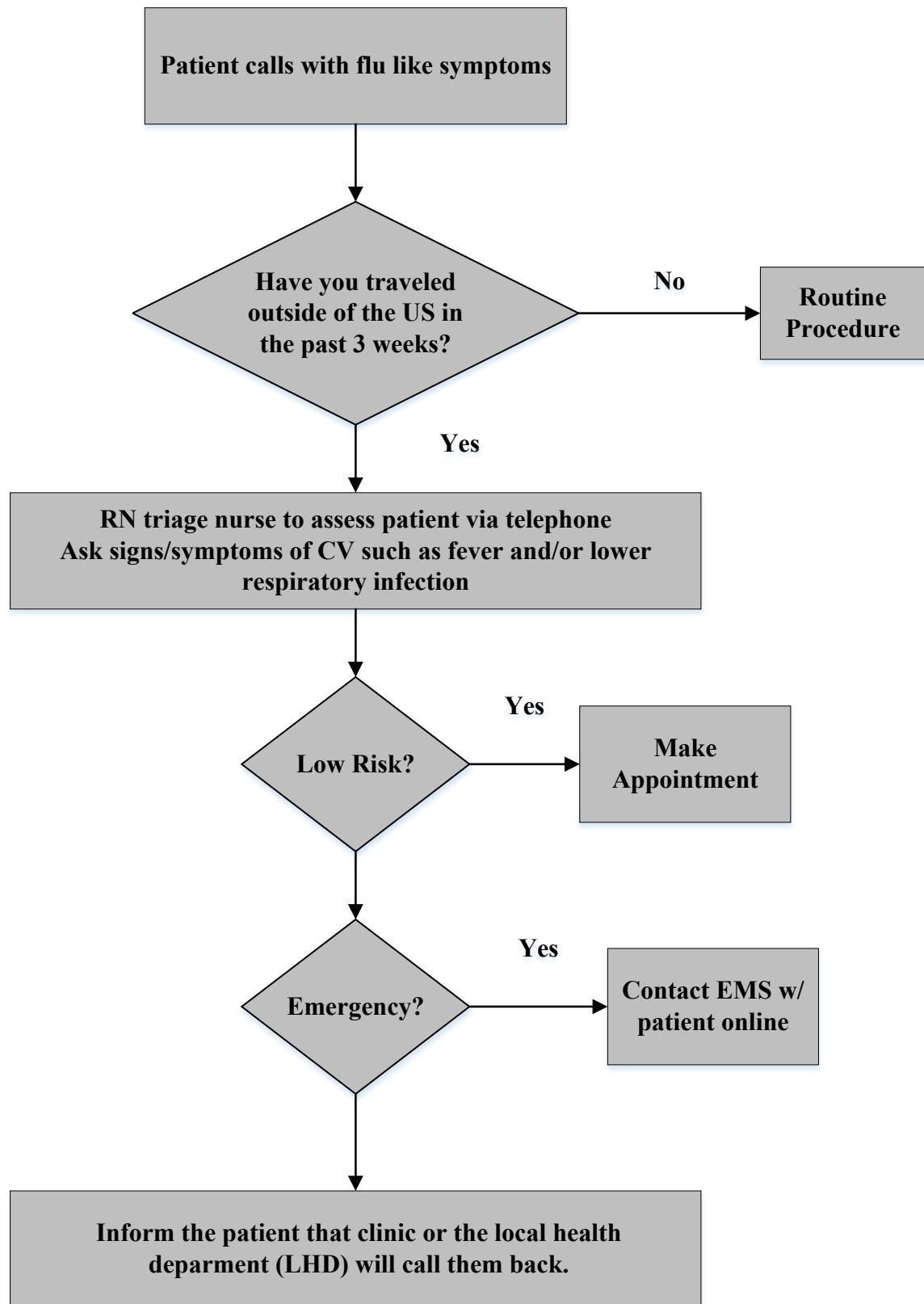
- Designate point(s) of contact within your facility who are responsible for communicating with state and local public health officials.
- Notify local and public health officials about an at-risk patient, and carefully document and provide them information about known exposures (family, contacts, etc.).
- Arrange patient's transport to ED (private transport or ambulance). Ensure information is shared appropriately.

3. Respond

- Ensure all parties, including health care personnel, patient, and visitors, perform hand hygiene.
- Perform routine cleaning of points of contact, e.g. ipads.
- Implement protocol and notify Emergency Response Team (ERT) when an at-risk patient is identified.
- Put on appropriate PPE, make appropriate notification, and limit exposure to people in vicinity (e.g. apply mask to patient who will tolerate).
- Safely isolate and provide care for the patient until the patient can be transported to the appropriate ED.

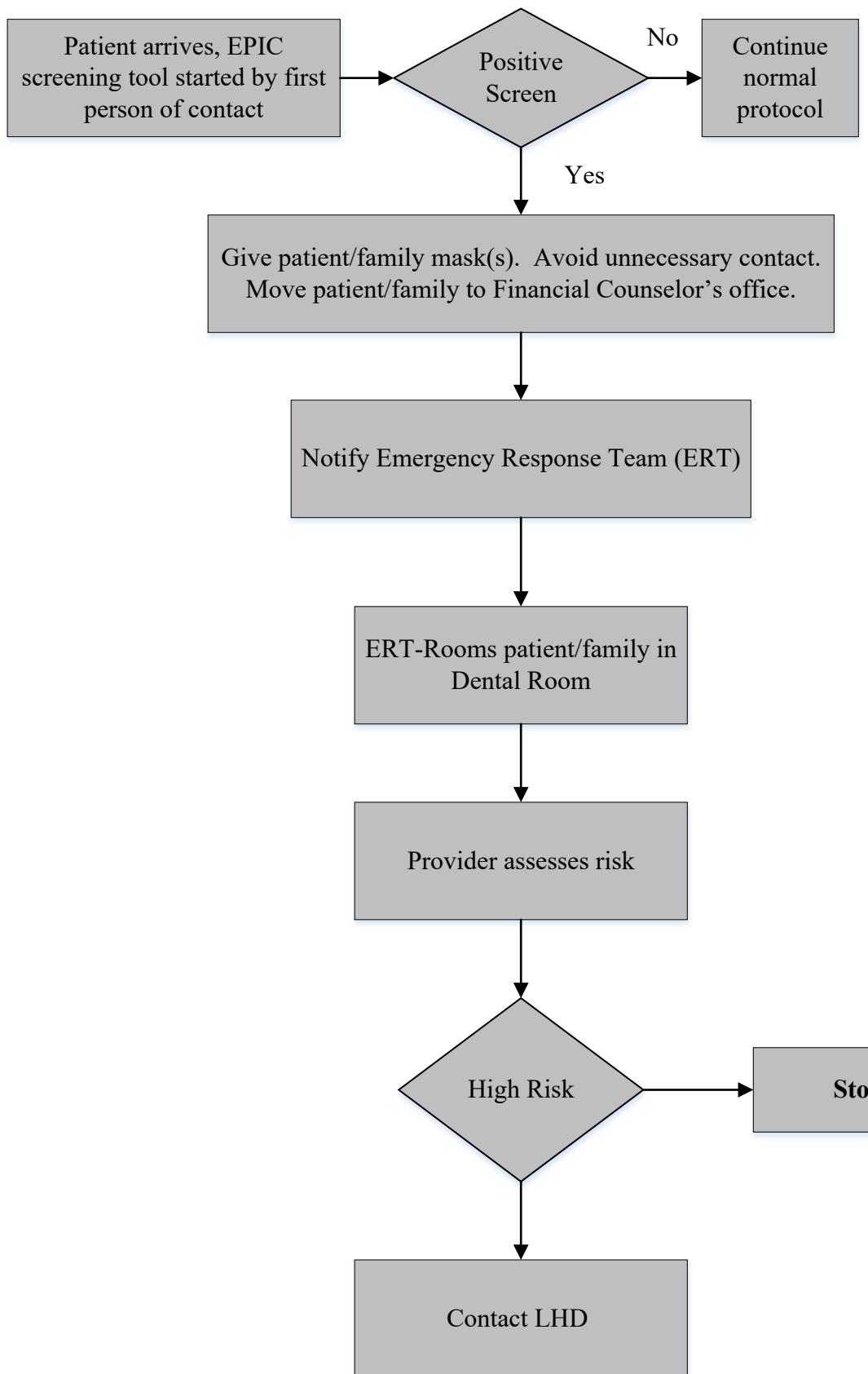
Check the [CDCs' COVID-19/Coronavirus website](#) regularly for the most current information.

Coronavirus (CV) Schedulers/Telephone Triage 2020



Coronavirus Preparedness Clinic Workflow

February 27, 2020



Screening Criteria

Foreign Travel
Close Contact w/Foreign Traveler
AND
Fever or signs of lower respiratory infection

If you are sick with COVID-19 or suspect you are infected with the virus that causes COVID-19, follow the steps below to help prevent the disease from spreading to people in your home and community.

Stay home except to get medical care

You should restrict activities outside your home, except for getting medical care. Do not go to work, school, or public areas. Avoid using public transportation, ride-sharing, or taxis.

Separate yourself from other people and animals in your home

People: As much as possible, you should stay in a specific room and away from other people in your home. Also, you should use a separate bathroom, if available.

Animals: Do not handle pets or other animals while sick. See [COVID-19 and Animals](#) for more information.

Call ahead before visiting your doctor

If you have a medical appointment, call the healthcare provider and tell them that you have or may have COVID-19. This will help the healthcare provider's office take steps to keep other people from getting infected or exposed.

Wear a facemask

You should wear a facemask when you are around other people (e.g., sharing a room or vehicle) or pets and before you enter a healthcare provider's office. If you are not able to wear a facemask (for example, because it causes trouble breathing), then people who live with you should not stay in the same room with you, or they should wear a facemask if they enter your room.

Cover your coughs and sneezes

Cover your mouth and nose with a tissue when you cough or sneeze. Throw used tissues in a lined trash can; immediately wash your hands with soap and water for at least 20 seconds or clean your hands with an alcohol-based hand sanitizer that contains at least 60 to 95% alcohol, covering all surfaces of your hands and rubbing them together until they feel dry. Soap and water should be used preferentially if hands are visibly dirty.

Avoid sharing personal household items

You should not share dishes, drinking glasses, cups, eating utensils, towels, or bedding with other people or pets in your home. After using these items, they should be washed thoroughly with soap and water.

Clean your hands often

Wash your hands often with soap and water for at least 20 seconds. If soap and water are not available, clean your hands with an alcohol-based hand sanitizer that contains at least 60% alcohol, covering all surfaces of your hands and rubbing them together until they feel dry. Soap and water should be used preferentially if hands are visibly dirty. Avoid touching your eyes, nose, and mouth with unwashed hands.

Clean all "high-touch" surfaces every day

High touch surfaces include counters, tabletops, doorknobs, bathroom fixtures, toilets, phones, keyboards, tablets, and bedside tables. Also, clean any surfaces that may have blood, stool, or body fluids on them. Use a household cleaning spray or wipe, according to the label instructions. Labels contain instructions for safe and effective use of the cleaning product including precautions you should take when applying the product, such as wearing gloves and making sure you have good ventilation during use of the product.

Monitor your symptoms

Seek prompt medical attention if your illness is worsening (e.g., difficulty breathing). **Before** seeking care, call your healthcare provider and tell them that you have, or are being evaluated for, COVID-19. Put on a facemask before you enter the facility. These steps will help the healthcare provider's office to keep other people in the office or waiting room from getting infected or exposed.

Ask your healthcare provider to call the local or state health department. Persons who are placed under active monitoring or facilitated self-monitoring should follow instructions provided by their local health department or occupational health professionals, as appropriate.

If you have a medical emergency and need to call 911, notify the dispatch personnel that you have, or are being evaluated for COVID-19. If possible, put on a facemask before emergency medical services arrive.

Discontinuing home isolation

Patients with confirmed COVID-19 should remain under home isolation precautions until the risk of secondary transmission to others is thought to be low. The decision to discontinue home isolation precautions should be made on a case-by-case basis, in consultation with healthcare providers and state and local health departments.



For more information: www.cdc.gov/COVID19