**AMCHC COVID-19 Standard Operating Procedures**

**Scheduling visits**

-Practice Supervisor will train front desk on the following script for phone calls and walk ins:

“Do you have fever, shortness of breath or cough? Have you travelled in the last two weeks or been in contact with someone who has? Where did you or your contact travel? Are you having trouble breathing?”

If patient reports trouble breathing front desk should advise:

-“I will call 911 while you stay on the phone with me. What is your callback number? What is your address?”

-Practice Supervisor will notify local health department of 911 call to coordinate EMS/ED care for patient. Practice Supervisor will also call ED to notify them so they can prepare a negative pressure room.

-If mild or moderate front desk will say, “We can schedule a telehealth/phone visit for you today. Would you like to schedule that today?”

-If patient prefers to come to clinic offer same day appointment. Front desk staff should advise patient, “When you enter the clinic please place a mask and clean your hands with hand sanitizer at the door to help decrease spread of illness. Please notify us at the front desk when you arrive so we can bring you directly to a room.”

-All entrances to clinics will have a table with hand sanitizer, masks and informational signs for patients.

-Front desk should notify MA and clinician via Teams that patient has arrived. MA will room patient as soon as possible. If possible, have 1-2 rooms designated for patients with cough, SOB, fever, or travel history.

-Clinician will assess patient using appropriate PPE. Clinician will call health department to notify them of PUI for COVID-19 depending on their clinical judgement.

**Outreach visits**

-Clinician or support staff will call ahead and ask “Do you have fever, shortness of breath or cough? Have you travelled in the last two weeks or been in contact with someone who has? Where did you or your contact travel? Are you having trouble breathing?”

-if outreach is being done not to a home (ie agency, homeless patient) or to a patient who does not have a phone staff will bring PPE

-Director of operations and practice managers will ensure hygiene and PPE supplies for vans

If phone contact is made a patient reports trouble breathing staff should advise:

-“I will call 911 while you stay on the phone with me. What is your callback number? What is your address?”

-Staff will notify local health department to coordinate EMS/ED care for patient. Staff will also call ED to notify them so they can prepare a negative pressure room.

-If mild or moderate staff will say, “We can schedule a telehealth/phone visit for you instead of an outreach visit. Would you like to schedule that today?”

-If patient has symptoms and prefers outreach visit staff should advise patient, “When I conduct your visit I will give you a mask and ask you to clean your hands with hand sanitizer. I will also be wearing protective clothing.”

-Staff conducting outreach visits to patients who report symptoms should put on appropriate PPE before entering the outreach location. Clinician will assess patient using appropriate PPE. Clinician will call health department to notify them of PUI for COVID-19 depending on their clinical judgement.

**Infection Control**

-all staff will complete infection control training developed by the WHO for COVID-19 <https://openwho.org/courses/COVID-19-IPC-EN>

-Director of Operations will oversee training for all staff on infection control techniques and ensure compliance

-Lead Physician/CMO will train all clinical staff on proper use of PPE

-Clinical staff will follow CDC guidelines in choosing PPE. <https://www.cdc.gov/coronavirus/2019-ncov/hcp/caring-for-patients.html>

-Practice supervisor will have the following available:

-gowns

-gloves

-goggles

-surgical face masks

-N95 respirators

-Clinicians can request PPE from practice supervisor when they feel it is clinically indicated

-N95 fit testing and training will be provided to all clinical staff

-Director of Operations will work with practice supervisors to assess PPE supply daily and work with suppliers to maintain supply

-Staff will report possible exposure to a patient with COVID-19 without PPE to Practice Supervisor. Practice Supervisor will work with Lead Physician/CMO to decide if quarantine is indicated. <https://www.cdc.gov/coronavirus/2019-ncov/hcp/guidance-risk-assesment-hcp.html>

-There is limited data on the course of illness during pregnancy. Staff who are pregnant should speak with the Practice Supervisor or HR Director about accommodations, so they are not providing direct patient care to patients with possible COVID-19.

<https://www.cdc.gov/coronavirus/2019-ncov/specific-groups/pregnancy-faq.html>

-Other staff that feel they may need an accommodation should speak directly with their Practice Supervisor or HR Director.