Patient arrives to Health Center

Patient is instructed (via posted signage) to stay in their car and call the specified phone number (984-275-1061) indicating they have arrived.

PRR hunt group will receive the call from the patient once patient has arrived into the parking lot and PRR that answers the call first will provide instructions on next steps (i.e. instruct patient to enter the building and instruct to the appropriate Pod #)

Patient completes the call with the PRR and is instructed to walk towards the main entrance where the Greeter will ask the screening questions and inform the patient to which pod and to have a seat.

Note: For anyone (including guardians or caregivers) with respiratory symptoms or fever > 100.4, Greeter will provide them with face mask and instructed to scheduled Pod.

PRR to confirm Is the patient here for a visit with the RN (i.e. Coumadin, Depo injections)

Air Traffic Controller Skypes RN and connects the patient via iPad to RN working that pod #

Clinical staff confirms patient's identify and reason for visit with screening questions and ask if there are any other medical needs or concerns. Clinical staff will also ask if anyone (i.e. patient, guardians, and/or caregivers) is wearing a mask

Does patient have any other medical needs or concerns?

Is anyone wearing a mask?

Clinical staff will done in full PPE (gown, N95 mask, gloves, eye protection) and conduct POC/intervention

Clinical staff will done in PPE (mask and gloves) and conducts POC/intervention

Visit requires next steps From Provider?

Runner schedules a follow up if needed and reports next steps from Provider to MA or RN, and also hands them any patient education materials and/or a follow-up appointment card

Runner Skypes/connects with Provider about next steps

MA or RN will report information to Runner

Yes

Yes

No

No

Yes

MA or RN cleans and wipes down pod

RN or MA discharges patient

MA or RN informs the Air Traffic Controller that the Pod is clean (via verbal)

RN or MA doffs PPE and returns to clinical area

MA or RN cleans and wipes down pod

RN or MA discharges patient