

Procedure for the Use of the COVID-19 Screening Checklist for Consumers

Purpose: To facilitate MCCMH personnel with a process to screen and limit the risk of consumer or staff exposure to COVID-19.

Definitions:

Protective Equipment: As it relates to the COVID-19; face shields, gloves, gowns that protect against the transmission of germs through contact and droplet routes. Head covers and shoe covers are also included when in direct care of a COVID-19 patient.

Clinical Necessity: As it pertains to a circumstance in which a healthcare provider must exercise prudent clinical judgment

Procedure:

A Day Prior to The Visit:

1. Clerical staff are to make contact calls the day before scheduled consumer's visit to determine if the individual plans/wants keep their office/home visit appointment.
2. During the time of the call, explore with consumer/guardians if they have experienced any flu like symptoms or have been aware of having been exposed to a positive COVID-19 case. Staff will advise consumer to stay at home.
3. Clerical staff will document in FOCUS the reason for the cancellation as "positive screening."
4. Clerical staff will notify supervisor who will then coordinate with the staff members involved (i.e therapist, case manager, doctor) a plan to make sure the individual's needs remain addressed remotely.
5. The designated clinician staff will follow up with the consumer/guardian with in the next 24 hrs and convey the plan. This could include automatic med refill, schedule a telephonic follow up, etc.
6. For those who decided to keep their home visit appointment, clerical will remind the consumer/guardian to be available by phone, if at all possible, at the time of their scheduled visit in order to respond to the screening questions personnel will need to conduct prior to entering their home. If consumer/guardian doesn't have access to phone, clerical staff is to let the staff conducting the visit know 24 hours ahead in order for them to plan accordingly.
7. Nursing staff and visiting staff will need to coordinate the count of protective equipment to carry on hand for the home visits scheduled to be conducted the following day.

For those consumers who decide to keep their scheduled office visit: (It is recommended that during this difficult time staff works with the consumer/guardian in keeping these visits as absolutely necessary)

1. At check-in the clerical staff will hand out the COVID-19 Screening for consumers. Exhibit 1 for the consumer/guardian to fill out.

2. If accompanied by a visitor, clerical staff to hand out COVID-19 Screening for employee/visitors. Exhibit 2.
3. Clerical staff is to notify nurse when positive screening detected.
4. Nurse wearing the appropriate Protective Equipment gear will greet consumer and redirect the individual to a designated private room. It is advised that a designated area is as close to bathroom access if necessary where the consumer/guardian need to use one.
5. Nurse to complete "Authorized personnel" section only and notify team on how to proceed with the encounter.
6. The consumer/guardian will be requested to wear a mask. If the visitor decides to accompany the consumer, he/she will also need to wear a mask, too. If consumer/guardian decline to do so, they will be informed that all persons needed to come in contact with them will have to wear protective equipment in order to further proceed with the visit.
7. Nurse will provide the necessary equipment to the personnel. It is advised nursing staff educate and practice with their team members how to do this ahead of time.
8. The consumer/ guardian and visitor will have their needs addressed for the rest of the encounter in the same designated area
9. At the end of encounter staff is to remind/encourage consumer/guardian to go home and call their health care provider's office since they presented with a positive screening.

For those consumers who decide to keep their scheduled home visit: It is recommended that during this difficult time staff works with the consumer/guardian in keeping these visits as absolutely necessary

1. On the day of the visit, the staff will call the consumer/guardian and do the screening over the phone. In the event a positive screening is detected, the staff will notify the consumer of their potential risk and make attempts to assist via telephone when at all possible.
2. In the event the consumer/guardian presents in a situation that delaying the visit could present a clinical risk, the staff must wear all the protective equipment in order to enter the home. Depending on the severity of the need the staff can also recommended or assist the consumer/guardian contacting 911 if so needed.
3. If the consumer/guardian has no access to phone and the staff is not able to do the screening ahead of time, the staff must only proceed with the visit wearing the appropriate protective equipment.
4. Once the screening is completed, if negative, the staff may choose to dispose of the garments and proceed with the encounter without wearing the protective equipment.

At the end of contact:

1. All staff will dispose of all the protective equipment per RN instructions.

2. Wash hands with soap and water for at least 20 seconds. If soap and water are not readily available, use a hand sanitizer that contains at least 60% alcohol. Cover all surfaces of your hands and rub them together until they feel dry.

3. Staff is to disinfect area and prepare for next visit.

Follow up call:

Designated staff is to follow up with consumer/guardian and encourage them to follow up with the Health care provider have they not done so and document in record.

HIPPA- Compliant Record Keeping:

1. Clerical staff, to upload all screening questionnaires will be scanned in the patient's record under all other medical documents.