



## Joint Commission Webinar Series Infection Control Q&A

Please Click on the FAQ tab on the Infection Control Coronavirus Site on Apollo, which can be found [here](#) .

**Question:** Who is the contact for hospital approved signage for MGH?

**Answer:** [Melinda Bryant](#) is the contact for requesting new signs.  
[Click here for approved signage information.](#)

**Question:** Should we not have tissue boxes available in the exam rooms?

**Answer:** We are recommending that patients be given an individual container so that they can take them with them.

**Question:** Can anyone join the STOP taskforce?

**Answer:** Yes; we would love to have more membership from ambulatory practices. Please contact [Judy Tarselli](#) for more information.

**Question:** Should our surgical masks be changed after each surgical procedure, even if it has not been visibly soiled?

**Answer:** It does not have to be, according to the extended use policy. It is often removed at the end of case and new mask applied

**Question:** In pediatrics, doing EKGs, other tests, holding children, etc. in clinic where they might be crying or screaming or yelling. We have been wearing fluid impervious gowns, now not available. We are getting covered with contaminate.

**Answer:** Fluid impervious refers to the level at which a gown protects the healthcare worker. Isolation gowns are all AAMI Level 2 gowns; those used for isolation are fluid resistant. Fluid impervious is more for dialysis or surgical settings. All AAMI Level II gowns are okay to use in ambulatory settings. All gowns sent to your practices have been reviewed and meet this requirement.

**Question:** What if they add hospital approved side protection onto their regular glasses?

**Answer:** No, only hospital approved goggles and face shields allowed.

**Question:** How are we to handle patients coming for outpatient office visits from outside of New England with the new mandate as of 8/1? Should we be having them quarantine for 14 days once in Massachusetts? Should they be getting tested? Any extra steps for patients coming from hot states?

**Answer:** According to Massachusetts Department of Public Health (DPH) patients coming for care are exempt from the new DPH policy. The reason for the exemption is that patients are coming for care and we cannot rightfully deny them care. We are doing symptom screening, which is the next step to protect our healthcare workers. Staff and patient will wear masks and eye protection as needed. There is no 14-day quarantining. At this time, we are still trying to determine best steps for patients requesting to bring a visitor.

**Question:** Can patients that had Covid test for travel only (waiting for results), and are asymptomatic, be seen the day of scheduled appointment?

**Answer:** It depends on what they are being seen for. If they are traveling from another state, and are asymptomatic, they can be seen (staff masked/patient masked).

If they are having an aerosol generating procedure, and the test has not come back, they must be cared for under enhanced respiratory isolation.

Exception to Massachusetts COVID-19 Travel Order includes: "Patients Seeking or Receiving Medical Treatment: Patients who are traveling to Massachusetts to seek or receive specialized medical care from a physician located in the Commonwealth and persons accompanying and providing needed support to the patient."

**Question:** Will Isolation and Infection info look different after Epic upgraded to Storyboard on August 23?

**Answer:** Yes, Storyboard will look similar to this image and has hover able actions. Please toggle on Storyboard today to become familiar before it is no longer optional. [Click here](#) for a tip sheet.

The screenshot displays the Epic Storyboard interface for a patient named Justin Test Three. The patient's profile includes demographic and clinical information such as gender identity (Transgender Female / Male-to-Female), marital status (Single), and a COVID-19 infection status. A popup window titled "Infection Status" is overlaid on the screen, providing details about the COVID-19 infection, including the date it was added (4/20/2020) and the onset date (4/17/2020). The interface also shows a table of encounters and a list of admission events.

Encounter	Hosp Acct	Episode	Order
Admission	Admitted	2020/04/18	0005

Admission	Confirmed Admission	MOH BOLDWIN R MED / ISO
4/17/2020 08:00		

- Question:** Do red biohazard bins that are filled during a procedure need to be emptied after each patient or only if the bin is completely filled?
- Answer:** It depends on where the biohazard bin is being used. These bins are often over used and materials placed in them that do not need to go in a biohazard bin. The bins should only be used for blood soaked or saturated items. In procedural areas as in this case, the red bag should be changed after each procedure.
- Question:** What about cleaning staff eating area; I have not seen a policy on this?
- Answer:** It depends on where you are; check with your environmental services department contact for further guidance as to what they are responsible for vs. what departmental staff is responsible for. We are recommending staff clean their own personal work area a couple of times a day, during Covid.
- Question:** Given that there are many different cleaning products being used now given shortages etc. Is there a centralized document that summarizes the contact time/uses for these new products?
- Answer:** The new products will hopefully only be needed for the short-term. The substitute for the Purple Top wipes (Sidekick brand) also has a two-minute wet time. We recommend that you always follow the directions on the container. No decision has been made to create a new document, given the temporary expectation of use.
- Question:** What if the out of state patient has symptoms? Where do we send them?
- Answer:** If the patient screens positive, the patient would need to be seen under enhanced respiratory isolation if the department is equipped to handle it. If not, the patient should be sent to the RAC for further testing.
- Question:** Some of the yellow gowns are very thin. Are they safe?
- Answer:** While we are receiving many brands of gowns, all gowns we are currently using have been tested by Infection Control staff and Biothreat staff. It is also recommended that staff view the donning and doffing videos for guidance on proper process. [View Donning and Doffing Videos Here.](#)
- Helpful Tip:** **Whenever possible, checking available resources (Apollo, Ambulatory Blueprint, Ambulatory Management site) daily to capture up to date information as the information and updates are rapidly changing will help you keep up to date.**