COVID-19 Screening for In-Person Appointments

To ensure the safety of our patients and workforce, it is required that all patients scheduled for an in-person appointment be screened for COVID-19 during multiple checkpoints prior to arrival at the clinic and again when they present for their appointment. This tip sheet outlines this process for scheduling, pre-visit, and check-in and includes scripting for Patient Service Coordinators (PSC).

COVID Screening Workflow Overview

Phase	Who	Applies To	When	Workflow
Scheduling	PSC	All patients	Varies	 Schedulers complete a required COVID scheduling questionnaire* that fires in Cadence for all departments. Patient responses to this questionnaire should be entered in Epic and guide next steps. If scheduling within 72 hours of appt, the Decision Tree screening will populate on the DAR so additional prescreen doesn't need to happen. Validate patient's phone numbers in Epic, including cell phone, and ask for consent for texting Reminder for schedulers to communicate no visitor policy and screening and where to note approved visitor exceptions. *MGB policy has updated the definition of close contact to "spending a total of 15 minutes or more within 6 feet of someone infected with COVID-19". All COVID Screening Questionnaires have been updated.
Pre-Visit (Auto- mated)	PG	Active PG Patients	72 hours out	 Patients will be prompted to eCheck-In and complete the COVID Symptom and Exposure Screening questionnaire* prior to in-person appointment (see appendix for complete form). Next steps are based on patient responses to questions - No to all screening questions: patient will be asked to confirm appointment and complete e-check-in Yes to any screening questions: patient is asked to call the practice to discuss best treatment pathway and eCheck-in is suspended *MGB policy has updated the definition of close contact to "spending a total of 15 minutes or more within 6 feet of someone infected with COVID-19". All COVID Screening Questionnaires have been updated.
Pre-Visit (Auto- mated)	TeleVox	DEPs with TeleVox Appt Reminders	72 hours out	 Patients will receive a text with appointment reminder and – <u>PG patients</u>; reminder to complete questionnaire in PG <u>Non-PG patients</u>; action to call the practice to complete the COVID Screening.
Pre-Visit (Auto- mated)	TeleVox	DEPS with TeleVox Appt Reminders	72 hours out	<u>All patients</u> : will receive a text with reminder of no visitor policy unless pre-approved by the practice
Pre-Visit (Manual)	PSC	Inactive PG patients &	48 hours out	Patients will be prompted to eCheck-In and complete the COVID Symptom and Exposure Screening questionnaire* prior

Role(s): Cadence Users

		unresponsive PG patients		 to in-person appointment (see appendix for complete form). Next steps are based on patient responses to questions - No to all screening questions: patient will be asked to confirm appointment and complete e-check-in Yes to any screening questions: patient is asked to call the practice to discuss best treatment pathway and eCheck-in is suspended *MGB policy has updated the definition of close contact to "spending a total of 15 minutes or more within 6 feet of someone infected with COVID-19". All COVID Screening Questionnaires have been updated.
Pre-Visit (Auto- mated)	Epic	Patients with appt next day	4pm day before	 All patients will receive a text the day before their appointment asking them to complete MGB Pass 1-2 hours prior to their appointment Depending on completion status and color, it could expedite building access and check-in screening for patient.
Check-In	PSC	All patients	Date of service	 Front desk staff will complete the required COVID-19 Screening questionnaire with the patient when they present for their appointment as part of check-in and instructions will guide next steps before patient is seen. MGB Prescreen is an automated text from Epic to patients to complete their COVID screening 1-2 hours before their appointment. If patient has a green pass they staff can bypass the COVID Screening at check-in. *MGB policy has updated the definition of close contact to "spending a total of 15 minutes or more within 6 feet of someone infected with COVID-19". All COVID Screening Questionnaires have been updated.

*NOTE: Patients with an unresolved COVID status cannot be seen in the practice and must be <u>scheduled in a</u> <u>RACC</u> location. Hover over the Infection status in patient header to view add/onset dates.

MRN: 4219750 Lang: Spanish	Marital Sts: Married/CU Pt Ver Status: Ver	Patient Types: None Infection: COVID-19	Private: No FYI	Care Team: PCP: Audrey
lic <u>k</u> → 🔆 <u>W</u> alk I	n & Infection Status			g
(Edit) s) Reg S	COVID-19 Specimen information: Othe Added: 4/29/2020 by COVID Last indicated by: COVID-19 to Onset date: 4/28/2020	er D-19 RT-PCR (Collected) RT PCR (Collected 05	d 04/28/20) /12/20)	
SSN	Langua	ao:	ntormrotor?	

Completing the Scheduling Screening Questionnaire

At scheduling, a COVID questionnaire will fire for all departments (see appendix for process diagram). Schedulers must ask the patient each question and enter responses in Epic. At the end, Epic will provide instructions to either proceed with scheduling or to follow specific instructions if/when to schedule. Screenshots can be found below, it is important to follow the instructions precisely. <u>Before reviewing appointment details with the patient</u>, <u>Schedulers should confirm phone numbers with patient in Epic, including cell phone, and ask for consent to text</u>. <u>This will immediately enable texting of appointment reminders, but also guarantee patient can participate in upcoming technology enhancements being rolled out</u>.

NOTE: If scheduling a patient with the Needs Interpreter field set to yes, scheduling instructions will remind scheduler to follow location-specific procedures to book/access an interpreter.

Role(s): Cadence Users

NOTE: If scheduling a follow-up appointment at check-out, enter "No" at the 30 day question, as the patient has already been screened at check-in.

	Decision Tree for FOLLOW UP	
Will this visit take place within the next 30 days?	Yes	0
Note: If scheduling at checkout for another visit, please select "No" to proceed.		
Can this patient be scheduled virtually?	No	0
In the last 14 days, have you been diagnosed with COVID- 19?	No	Q
In the last 14 days, have you had close contact* with someone with COVID-19? *Close contact is defined as spending 15 minutes or more within 6 feet of someone currently infected with COVID-19.	No	Q
*Note that healthcare workers wearing appropriate PPE caring for COVID-19 patients are not considered exposed.		
Do you have any of the following new or progressive symptoms (fever, cough, shortness of breath, sore throat, muscle aches, runny nose/congestion, loss of smell/taste)?	No	Q
Results - Follow Instructions		
Instructions		
If the patient requires an interpreter, please follow your location	ation's process for booking and acces	sing interpreters.
Instructions		
Proceed with scheduling.		
		✓ Apply Discard Tree
	Decision Tree for FOLLOW UP	
Will this visit take place within the next 30 days?	¥	
Note: If scheduling at checkout for another visit, please select	Yes	Q
"No" to proceed.		
Can this patient be scheduled virtually?	No	QQ
In the last 14 days, have you been diagnosed with COVID- 19?	Yes	9
Is the scheduling provider aware that the patient has	No	0
questions and has confirmed that an in-person visit is neccessary?		<u> </u>
Results - Deny Scheduling		
Denial Instructions		
Please refer for clinical triage to determine the appropriate to scheduling.	pathway for this patient. Clinician ma	ay refer patient to the RIC or for a COVID test prior
Instructions		
Instructions	ation's process for booking and acces	ssing interpreters.
Instructions If the patient requires an interpreter, please follow your loca	ation's process for booking and acces	ssing interpreters.

New

If the patient has a COVID infection status, an expiration date may display. Read and follow the instructions carefully. Do <u>NOT</u> schedule patient in your practice before an expiration date or if there is no expiration date. Refer to Clinician for next steps or schedule patient in the RACC, if instructed.

	Decision Tree for	or FOLLOW UP		Decision Tree for FOLLOW UP
Will this visit take place within the next 30 days? Note: If scheduling at checkout for another visit, please select "No" to proceed. Can this patient be scheduled virtually? This patient has a known COVID status. Is the provider aware of COVID status and confirmed that an in-person visit is necessary? Results - Follow Instructions Instructions Important Information: COVID Infection Status: CoV-Risk COVID Infection Expiration Date: 7/27/2020	Decision Tree for Yes No Don't Know	DI FOLLOW UP	Will this visit take place within the next 30 days? Note: If scheduling at checkout for another visit, please select "No" to proceed. Can this patient be scheduled virtually? This patient has a known COVID status. Is the provider aware of COVID status and confirmed that an in-person visit is necessary? Results - Follow Instructions Instructions COVID Infection Status: CoV-Risk COVID Infection Expiration Date: 6/23/2020 Instructions	Decision Tree for FOLLOW UP Yes Yes
Instructions			Proceed with scheduling.	
Please refer for Clinical Triage or scheduling provider for appointment or to have the COVID flag removed.	the timeframe of	the	Schedule the patient in the RACC.	
₽ Sho <u>w</u> Path	🗸 Apply	Discard <u>T</u> ree		✓ Apply Discard <u>Tree</u>

Note:

- If scheduling from a referral order, the generic referral order visit type will no longer fire the Decision Tree.
- If scheduling an Epic Integrated virtual visit and the patient has completed an Epic Integrated Virtual visit in the last year, the Decision Tree will <u>not</u> fire to avoid having to ask the patient again if they have the technology for the visit.
- When scheduling an Epic-integrated visit, the first Decision Tree question regarding whether the patient has the technology needed for the visit has been updated to include <u>a device with a working camera</u>.

Deci	sion Tree for VIRTUAL ESTABLISHED
Does the patient have access to a device with a working camera?	Answer the question

Visitors:

Practices should remind patients during scheduling that we have a no visitor policy and if the patient is getting a ride from someone, that individual can wait in the car. If the patient asks for an exception, refer to the <u>exceptions</u> to the no visitor policy for the approved exceptions to the rule.

If a patient needs to be accompanied (based on the <u>exceptions to the no visitor policy</u>), screen the accompanying visitor for symptoms and exposure and document it in the using the Approved Support Person FYI flag. This flag must be added from the Registration activity for each individual visit. To add:

- 1. During scheduling (or after), from the Registration activity, click **Patient FYI** on the toolbar.
- 2. In the *Flag type* field, select Approved Support Person.
- 3. In the free text field, enter <visitor name> <screening status> <Date screened> (e.g., Jim Smith screened negative 11/5/20).

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FYI	
New Flag	
Contact:	Flag type:
#472 - 10/2/2020 - Appointment	Approved Support Person
🗩 🤩 🛨 🙋 💽 👬 🕇 Insert Sm	artText 📄 🗢 🔿 🖏 🖡 100% 👻
Sally Test - Screened Negative 9/8/20	
-	

• Any potential visitor that answers "YES" to any of the questions on the <u>Pre-Visit Screening questionnaire</u> may <u>not</u> accompany a patient.

Pre-Visit Screening via eCheck-In & TeleVox Text for <u>PG Patients</u> (automated, 72 hours out)

PG will automatically send a screening questionnaire out to patients enrolled in PG via eCheck-In 72 hours prior to their appointment with an action for patient to complete the COVID questionnaire* (see appendix for full questionnaire).

TeleVox will also send a text message to PG patients to complete the COVID questionnaire on PG. See below for a sample message for PG patients –

Appt Msg: (DATE) Please complete COVID-19 Screening via Patient Gateway eCheck-In before appt.

Pre-Visit Screening TeleVox Text for <u>Non-PG Patients</u> (automated, 72 hours out)

TeleVox will send a text message to non-PG patients to call the practice to complete the COVID questionnaire. See below for a sample message for non-PG patients –

Appt Msg: (DATE) Please call the practice <phone #> to confirm and complete the COVID-19 Screening before appt.

Pre-Visit TeleVox Text for All Patients (automated, 72 hours out)

All patients will also get an automated text with reminder of our no visitor policy and any exceptions need to be approved by the practice.

MGHAPPTS: "You have an appt on <date>. No visitors w/out preapproval by clinic-Pls contact to confirm.

Last Updated: 11/5/2020

Pre-Visit Manual Phone Screening (manual, 48 hours out)

PSCs should run their DAR for 2 days out to (1) identify any patients who completed the screening and answered yes to any questions and require follow-up and (2) call patients who have not completed the screening on their own (includes PG patients who have not completed and any non-PG patients) starting 2 days before the appointment.

Two new columns have been added to the standard PHS CHECK-IN DAR and PHS CHECK IN & CHECK OUT DAR to provide information around the completion of the screening questionnaire and results.

Note: If you're using a private DAR, the columns must be manually added via the DAR report settings window Display tab.

- 1. Select the **PHS CHECK IN** or **PHS CHECK IN & CHECK OUT DAR** or add the columns below to a private DAR:
 - a. CAD PHS COVID PRE SCREENING QUESTIONNAIRE FILLED OUT (Y/N)
 - b. CAD PHS COVID PRE SCREEN QUESTIONNAIRE YES RESPONSES) to your private DAR.

2. Run for T+2 to for patients with appointments in 2 days out.



- 3. For all DARs (public or private), shift the *Visit Type* column next to the *CVD QNR Response* column.
 - a. From the DAR, click Settings.
 - b. Click the **Display** tab.
 - c. Select **Appt Visit Type (Combined, NO ID)** and then click the **up arrow** to position after CAD PHS COVID PRE SCREEN columns.



Tip: To make identifying in-person visits easier, you can filter the report to remove all virtual visit types.

- a. From a public or private DAR, click **Settings** on the toolbar.
- b. On the Report Settings window, click the **General** tab.

- c. In the *Report specific filter* field, type **"Cad"** and then press Enter. "CAD DAR FILTER NO VV OR TELEMED" displays.
- d. Click Run or Save/Save As to save the report settings.

Report Settings -	Department A	ppointment	s Report - PHS Che	eck In a	& Check Out	t DAR [154812]
Available Settings	Crit <u>e</u> ria Disp <u>l</u> ay	y Appeara <u>n</u> o	e Pr <u>i</u> nt Layou <mark> G</mark>	eneral		
NSPG CARDIOVASCULAR	Report Name:	PHS Check	In & Check Out DAR			
NWH DEVICE CLINIC DAR [Description:		Public	:	C Private	3
NWH Nuc Card conversion re PHS BCA BWH SP SW PA PHS BCA CDHC VNA & Hos PHS BCA CHC	This report sho patients will ap	uld be used b pear in gray, i	y front desk staff in ou talic font.	utpatie	nt areas to Cł	neck In patients. Confidential
PHS BCA Check in DAR [16 PHS BCA DF LAB SERVICE PHS BCA NO AND	Created:	Sat Oct 20,	2018 2:53 AM	Las	t modified:	Tue Jun 30, 2020 12:01 PM
PHS BCA NS Salem Downti PHS CDHC VNA & HSPC D.	Created by:	GUPTILL, W	/ILLIAM L. [11743]	Mod	dified by:	BUCKLEY, MAUREEN E. [1172]
PHS Check In & Check Out PHS Check In DAR [4723]	Owned by:	guptill, w	/ILLIAM L. [11743]]		
PHS Check In DAR MGH RE	Limited To Dep	artment(s)			Additional F	Filters
PHS Check In DAR VIRTUAI PHS Check Out DAR [15481					1	
PHS HH DAR [816365]						
PHS HOD DAR [4722]						
PHS Wisdom Check In DAR PHS Wisdom Check In DAR PHA Cardiology DAR [1419]	Report specific	filter:	CAD DAR FILTER	NO VV	OR TELEME	ED [117405468]

4. Review the COVID QNR and CVD QNR Response columns.

If	Then	Why?
COVID QNR column = "Yes" and	No action required	Patient is cleared to be seen in practice.
CVD QNR Response = blank		
COVID QNR column = "Yes" and	Refer to clinician	Provider will determine if patient should
CVD QNR Response = "!" icon		be deferred, updated to a virtual visit,
		or scheduled at a RACC location.
COVID QNR column = blank and	Continue steps below to	Patient has not completed
visit type is <u>not</u>	contact patient for	questionnaire.
Telemedicine/Virtual	screening	

- 5. Sort DAR by CVD QNR Response column, locate any patients who have "!" (not Telemedicine/Virtual visits).
- 6. Follow up with Clinician for next steps per your department workflow, examples may include
 - a. Send high priority In Basket message
 - b. Schedule daily huddle to review patient statuses
- Next, sort COVID QNR column by blanks. These are the patients you need to call to complete the questionnaire by phone. *Note:* You <u>do not</u> need to contact patients with virtual visit types (e.g., VV (alt), Telemedicine Phone, Virtual New, Virtual Established, etc.).
- 8. Click **Epic > Patient Care > Telephone Call** to start a telephone encounter.
- 9. Search for the patient and enter the appropriate provider in the "New Encounter" window.
- 10. Ensure the Department is appropriate and then click **Accept**.

MGH

New Encounter for Mgpo, Patient II "MG"					x
<u>D</u> ate:	5/19/2020		Ċ.		
Provider:	GOMERY,	GOMERY, PABLO			~
D <u>e</u> partment:	MGP URC	MGP UROLOGY DANMOB 🔎			
		Accept		<u>C</u> ancel	

- 11. If the patient has any open Telephone Call encounters, a window will display these encounters. Check to see if there is an open encounter from a previous COVID phone screen call, otherwise click the **New** button.
- 12. From the Contacts section, click **Outgoing Call**, select the Patient's name, and then the preferred phone number.

Telep	hone						
Conta	acts Re	ason for Call	BestPract	ice	Verify R	x Benefits	Rout
Probl	em List	Associated Diagr	loses	SmartSet	ts	Medications	Tr
+	Incoming Call	+ Outgoing Ca	II 🕂 Other				🖋 Sho
	elephone (Outgoing)					
Т	уре: 🖄	Telepho	one (Outgoin	<u>a)</u>			
		04:07 F	PM EDT 📀	5/19/20	20 📋		
F	Relationship:	Self		,O	Self: N	Igpo, Patient	II "MG"
					Pharm	асу	
C	Contact name:	Mgpo,	Patient II "M	G"			
F	hone:	617-72	4-4837		<u>1</u> : Hon	ne: 617-724-4	4837

13. Click the Reason for Call section and in the Reason field, type "COVID-19 Inquiry."

Telephone					
Contacts	Reason for Call				
Problem List 💁 Associated Diagno					
Reason for Call					
Reason					
COVID-19 Inquiry					

14. Use below scripting based on patient answering the phone or cannot be reached -

Pat	tient Answers the Phone
a.	Use standard greeting and scripting –
	" <good afternoon="" morning="">, this is <name> from <practice> calling about your upcoming visit. To ensure we are not putting you and others at risk of COVID infection, we are requesting all our patients with upcoming visits complete a screening questionnaire. May I ask you a few questions now?"</practice></name></good>
b.	Click the Covid-19 Triage Smartform from the top toolbar.
	Contacts Reason for Call BestPractice Verify Rx Benefits Routing Meds & Orders Allergies Problem List Associated Diagnoses SmartSets Medications Travel Screening COVID-19 Triage COVID-19 Triage
dence	Users Last Updated: 11/5/2020

c. Ask the patient all the screening questions and enter the responses (red stop signs indicate required fields). For the first question, PSCs will always choose **Symptom screening only (e.g. pre-visit)**.

Are you performing	ymptom screening only (e.g. pre-visit)		
R	eviewing criteria and ordering testing if indicated		
Symptom Information	1		
Does the patient have any of the following NEW or PROGRESSIVE symptoms?	Fever		
	Cough		
	Mild Shortness of Breath		
	Sore Throat		
	Muscle Aches		
	Runny Nose / Nasal Congestion		
	Loss of Smell/Taste		
	Atypical symptom/presentation concerning for COVID-19		
	None (click again to uncheck)		
Pre-Visit Screening			
In the last 14 days, have yo with COVID-19?	ou been diagnosed 🔮 Yes No		
In the last 14 days, has the contact* with someone wi	e patient had close		

- d. In the My Note section, type: "COVID Phone Screen."
- e. Click the **Sign Encounter** tab on the top of the sidebar.

Documentation 👻	This Visit	Sign Encoun
♣ Create Note 1 C	OVID-19 Tri	age
My Note		4
🖕 B 🗩 🥸	r 🕄 +	Insert SmartText 📑 🔇
<u> → ➡ C +a</u> 🛛	1	
COVID-19 Pho	ne Screen	1

- f. For patients who answer "Yes" to any of the screening questions, instructions will appear guiding the user on next steps. Follow up with Clinician for next steps per your department; examples may include -
 - Send high priority In Basket message or route the Telephone Encounter to the provider.
 - Schedule daily huddle to review patient status and discuss next steps

NEW	Pre-Visit Screening
	In the last 14 days, have you been diagnosed Yes No with COVID-19?
	In the last 14 days, has the patient had close Contact* with someone with COVID-19?
	*Note: Close contact is defined as spending 15 minutes or pore within 6 feet of someone currently infected with COVID-19. Healthcare workers wearing appropriate PPE unile caring for COVID-19 patients are not considered exposed.
	Recommendations
	Patient screened positive, please follow your site/clinic guideline for further evaluation.

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Car	nnot Reach the Patient	
a.	Leave a message for the patient to call back prior to visit –	
	" <good afternoon="" morning="">, this is <name> calling from <practice> regarding your appointment on <date>. To ensure we are not putting you and others at risk of COVID infection, we need to complete a brief questionnaire with you prior to your appointment. Please call us back at <insert>. Thank you!"</insert></date></practice></name></good>	
b.	In the My Note section, enter a note (e.g., 1 st Attempt COVID Phone Screening, 2 nd Attempt COVID Phone Screening).	
c.	Click the X on the top tab to close out of the encounter. Encounter would remain open as a reminder to follow up with the patient.	
d.	If the patient cannot be reached and does not call back to complete the screening, they will appear on the DAR the next day and PSCs should call them again with goal of completing questionnaire prior to patient arriving for their appointment.	
lf t	he patient calls back:	
a.	Access the Telephone Encounter by clicking Epic > Patient Care > Telephone Call .	
b.	A window appears displaying any open encounters. Click the Telephone: COVID-19 Inquiry encounter.	
	Open Phor	
	Selected record: Zzzzphsperstest, Eightyseven	
	Date Reason for Call	
	05/20/2020 Telephone: COVID-19 Inquiry	
c.	Click Accept.	

- d. Click the COVID-19 Triage Smartform and ask the patient the screening questions.
- e. In the My Note section, type: "COVID Phone Screen Complete."
- f. Click the Sign Encounter tab in the sidebar.

Screening at Check-In

Regardless if the patient has been screened previously via eCheck-In or by phone prior to date of service, PSCs will be required to do a just-in-time COVID screening at check-in before the patient enters the practice. A COVID-19 Screening button has been added to the Registration activity toolbar to perform this screening.

Note: If the patient has more than one appointment on a single day, the screening will only be required at the first visit. Likewise, if the COVID-19 Triage Smartform is completed on the same day as a visit, the screening will not be required during check in. You only need to screen the patient when a new error warning appears.

Scenario 1: Patient Presents with MGB Pass (if not, skip to scenario 2 below)

If patient presents with MGB Pass they <u>may</u> be eligible to bypass additional screening at check-in based on result.

MGB Pass = Yellow

If a patient presents with a yellow MGB Pass, this means "risk" on COVID screening.

Role(s): Cadence Users

1. Room patient and conduct clinical triage to assess if testing or RIC evaluation is needed



MGB Pass = Green

A patient presenting with a green MGB pass replaces the need for the in-person COVID Pre-Screening at check-in.



- 1. Confirm patient has green MGB Pass
- 2. Click **COVID Screening** button on toolbar
- 3. Click on AUTOCOMPLETE FORM button to bypass screening
- 4. Click X to close the screening window
- 5. Proceed with standard check-in process



Scenario 2: Patient Presents Without MGB Pass

- 1. From the DAR, click **Check In**.
- 2. Before completing any routine check in tasks, click **Continue Check In** on the bottom of the screen.
- 3. If the below error message appears, the patient has not been screened today and screening must be completed during check in (proceed to next step).

Note: If you do not get the error message below, screening has already been completed today and does not need to be repeated, so you can proceed with check-in.



Note: If the screening has already been completed, clicking 'COVID-19 Screening' on the toolbar will not show the screening answers from the earlier visit/COVID-19 Triage Smartform.

4. On the Registration activity toolbar, click COVID-19 Screening.



5. Ask the patient all the screening questions and enter the responses (red stop signs indicate required fields). On first question, PSCs will always choose **Symptom screening only (e.g. pre-visit)**.

	Are you performing	Symptom screening only (e.g. pre-visit)
	ł	Reviewing criteria and ordering testing if indicated
	Symptom Information	n
	Does the patient have	Fever
	any of the following NEW or PROGRESSIVE	Cough
	symptoms?	Mild Shortness of Breath
		Sore Throat
		Muscle Aches
		Runny Nose / Nasal Congestion
		Loss of Smell/Taste
		Atypical symptom/presentation concerning for COVID-19
		None (click again to uncheck)
	Pre-Visit Screening	•
	In the last 14 days, have y with COVID-19?	you been diagnosed 🛿 Yes No
NEW	In the last 14 days, has th contact* with someone w	e patient had close Ves No vith COVID-19?

6. Based on the patient's responses, if the patient is -

	the screening window to close.	top 1.8.11 0011
	Proceed with remaining steps to check in patient.	
	Notify MA to room patient immediately, if possible.	
	Pre-Visit Screening	
	In the last 14 days, have you been diagnosed Yes No with COVID-19?	
	In the last 14 days, has the patient had close contact* Yes No with someone with COVID-19?	
	*Note: Close contact is defined as spending a total of 15 minutes or more within 6 feet of someone currently infected with C	OVID-19.
	The and a second s	
	Recommendations	
	Recommendations	
	Recommendations Patient screened negative	
	Recommendations Patient screened negative	
lo	Recommendations Patient screened negative	
lo [•]	Recommendations Patient screened negative t Cleared (answered "Yes" to any screening questions) Instructions appear with next steps. Read and follow the instructions.	
lo ¹	Recommendations Patient screened negative At Cleared (answered "Yes" to any screening questions) Instructions appear with next steps. Read and follow the instructions. Pre-Visit Screening	
וסי	Recommendations Patient screened negative At Cleared (answered "Yes" to any screening questions) Instructions appear with next steps. Read and follow the instructions. Pre-Visit Screening In the last 14 days, have you been diagnosed with COVID-19?	
0 1	Recommendations Patient screened negative At Cleared (answered "Yes" to any screening questions) Instructions appear with next steps. Read and follow the instructions. Pre-Visit Screening In the last 14 days, have you been diagnosed with COVID-19? In the last 14 days, has the patient had close contact* Yes No	
O [†]	Recommendations Patient screened negative At Cleared (answered "Yes" to any screening questions) Instructions appear with next steps. Read and follow the instructions. Pre-Visit Screening In the last 14 days, have you been diagnosed with COVID-19? In the last 14 days, has the patient had close contact* Yes No *Note: Close contact is defined as spending a total of 15 minutes or more yourn 6 feet of someone currently infected Healthcare workers wearing appropriate PPE while caring for COVID-19 patients are not considered exposed.	d with COVID-19.
0	Recommendations Patient screened negative At Cleared (answered "Yes" to any screening questions) Instructions appear with next steps. Read and follow the instructions. Pre-Visit Screening In the last 14 days, have you been diagnosed with COVID-19? In the last 14 days, has the patient had close contact* Ves No *Note: Close contact is defined as spending a total of 15 minutes or more used in 6 feet of someone currently infected Healthcare workers wearing appropriate PPE while caring for COVID-19 patients are not considered exposed. Recommendations	d with COVID-19.

- c. Proceed with remaining steps to check in patient.
- d. Follow immediate steps for patients identified with symptoms consistent with a Viral Respiratory Illness
 - a. Have the patient don a mask immediately if not already wearing one
 - b. Ensure that patient remains masked while in the clinic.
 - c. Limit the number of clinic staff in contact with patient.
 - d. Room immediately and keep the door closed. If not possible to room immediately, seat patients at least 6 feet apart, with physical barriers between patients if possible.

Exiting Out of Screening (Only if Viewing Reg Details Prior to Check In or Access Patient in Error)

If you access the patient in error, you can exit out of the screening questionnaire by clicking the **Click here to close form if opened in error** button and then clicking the **X** on the top right corner of the window. The error will present itself again at check in for the patient after 5 minutes. Use of this button will be monitored and should only be selected when the patient is accessed in error.

1
This form guides the user toward appropriate patient Testing Criteria, which can be found here
https://pulse.partners.org/hub/departments/emerge
After completing the questions, see Recommendation can be referred under the "BestPractice" tab. To creat
Speed Button.
http://labtest.partners.org/desuments/COVID_Testir Click here to close form if opened in error

APPENDIX

COVID-19 PG Patient Questionnaire Sent Via eCheck In

Below is the COVID Pre-visit Symptom & Exposure Screening Questionnaire in Partners Patient Gateway, which patient must complete during eCheck-In for in-person appointments. The questionnaire is also available in Spanish.

- If patient selects yes to any of the symptoms, it will mark as (!) on DAR
- If patient answers **yes to any** screening questions, patient is asked to call the practice to discuss best treatment pathway and eCheck-in is suspended.

COVID-19 Patient Questionnaire
Attached to a message from MGB Administrator received 11/2/2020
Thank you for taking the time to complete the COVID-19 Questionnaire. The information you provide in this survey will help us tailor our care to match your needs. Your care team will be able to see your survey responses, which are kept securely in your confidential electronic medical record. Please click the <u>Continue</u> button below.
CONTINUE FINISH LATER CANCEL
*Indicates a required field.
*In the last 14 days, have you been diagnosed with COVID-19?
Yes No
BACK CONTINUE FINISH LATER CANCEL
Patient responses no:
*Indicates a required field.
* In the last 14 days, have you had close contact* with someone with COVID-19? *Close contact is defined as spending a total of 15 minutes or more within 6 feet of someone currently infected with COVID-19. Healthcare workers wearing appropriate PPE caring for COVID-19 patients are not considered exposed.
Yes No Unknown
BACK CONTINUE FINISH LATER CANCEL
* Indicates a required field.
*Do you have any of the following new or progressive symptoms? Select all that apply.
Fever Cough Shortness of breath Sore Throat Muscle aches Runny nose/congestion Loss of smell/taste None
BACK CONTINUE FINISH LATER CANCEL

Patient responses yes to In the last 14 days, have you been diagnosed with COVID-19?:

