

## Hospital Outpatient Diagnostics Patient and Visitor/Companion Screening Process

1. Universal Masking
<ul style="list-style-type: none"> <li>• Signage and kiosks will communicate to the patient and visitor/companion that wearing an NM issued mask covering both their mouth and nose is required.</li> <li>• Patients without a mask or wearing a personal mask should be issued an NM mask and instructed on universal masking requirements.</li> <li>• Patients that refuse or are unable to wear a mask due to a disability or medical condition (<a href="#">Patient Mask Refusal Guidelines</a>) should be offered a reasonable accommodation by either: <ul style="list-style-type: none"> <li>○ Scheduling or converting the appointment to a telehealth visit <b>OR</b></li> <li>○ Continuing the in-person appointment with staff maintaining physical distancing, staff donning usual COVID PPE (mask/goggles/face shields), isolating the patient with expedited rooming and bypass of check-in</li> </ul> </li> <li>• Patients refusing to mask for personal or other reasons should be educated on the NM universal masking requirement and: <ul style="list-style-type: none"> <li>○ The appointment rescheduled or converted to a telehealth visit <b>OR</b></li> <li>○ Consult the clinician on proceeding with or deferring the appointment</li> </ul> </li> <li>• If a visitor is unable to comply with NM's universal masking requirements they should be asked to leave the premises unless: <ul style="list-style-type: none"> <li>○ The visitor is necessary to the patients care (follow the same process as an unmasked patient)</li> <li>○ The temporary removal of a mask is necessary to assist a patient with a disability with communication (lip reading)</li> </ul> </li> <li>• Patients and visitors/companions should be reminded of physical distancing requirements while in the department.</li> </ul>



2. Symptom Screening
<ul style="list-style-type: none"> <li>• "For your safety, we are screening all patients. Have you had any of the following symptoms within the <b>past 14 days</b>: <ul style="list-style-type: none"> <li>○ new or worsening cough, fever &gt;100.0F, chills or shortness of breath</li> <li>○ Loss of taste or smell</li> <li>○ muscle pain</li> <li>○ vomiting or diarrhea</li> <li>○ new congestion and/or runny nose, in conjunction with one of the above symptoms</li> </ul> </li> <li>• "Have you been diagnosed with COVID-19 within the last 40 days"</li> <li>• Does the patient's chart have a "COVID FLAG" (positive or rule-out)?</li> </ul>



2a. Temperature Screening
<ul style="list-style-type: none"> <li>○ In accordance with IDPH guidance, temperature checks upon arrival to the HOD department are not required as part of our patient and visitor/companion screening process. Temperature checks will continue as part of the clinical treatment of the patient, as deemed appropriate by the provider.</li> <li>○ Because inpatients are not masked in the rooms, all inpatient visitors/companions will continue to have their temperature taken before obtaining their visitor badge.</li> </ul>

#### Screens Negative (No Symptoms)

- Follow standard rooming procedures

#### Screens Positive (Symptomatic)

- **Patient** should be treated as an suspected ILI/COVID positive patient and staff should follow the [Ambulatory Clinic Algorithm](#) workflow
  - **Staff dons Usual COVID PPE** for clinical assessment
- **Visitor:** if visitor must accompany patient during their visit, they will be roomed with the patient, reinforcing the universal masking requirements. If visitor is not required for the patient's visit, they will be asked to leave the clinic area
  - PPE: If a symptomatic visitor/companion needs to be roomed with an asymptomatic patient, only universal masking is required.



#### 4. Visitor Management

- A no visitor policy is in effect for all Outpatient Diagnostic Department unless one of the following criteria is met:
  - Patient is under the age 18 (1 visitor/companion)
  - Patients requiring transportation (visitor/companion may be asked to wait in outside of the clinic)
  - Patients with disabilities who require reasonable accommodation for assistance related to intellectual, developmental, cognitive disability or for emotional support during difficult conversations
- Staff should not ask for proof of disability or the reason for the need for support
- Visitors that do not meet defined criteria should be asked to leave the clinic and wait at an alternate site until the patient visit has completed.
- PSRs should obtain a contact number for the visitor/companion so that they may be notified when the patient appointment has finished if transport assistance is needed from the companion.