Coronavirus Protocol for The Pediatric Center of Frederick

As of 5/22/2020

1. **Facilities**
   - Signage on front doors informing patients to return to car and call 301-662-0133, option 5 to complete check in and be met by clinical staff
   - Signage made to close a room after person under investigation (PUI) or nebulizer
     - As space allows, after a PUI or nebulizer, room is closed for the remainder of the day and then cleaned
   - Daily cleaning protocol: Clinical staff to wipe down rooms after each patient visit. Clinical staff wipe down work area in the morning, lunchtime and end of the day; Front office staff wipe down waiting areas and their workspace in the morning, lunchtime and end of the day; Providers wipe down their laptops in the morning, lunchtime and end of the day
   - Each office to remove chairs from waiting room

2. **Scheduling, Triage, and Patient Flow**
   - Walk-ins suspended until further notice effective 3/16/20
   - Separate clinical teams into sick and well teams
   - As of 6/1/20 all non-acutely ill patients will be seen at satellites and Taney East; all acutely ill patients will be seen at Taney West
   - Continue to schedule all well visits
   - Schedule appointments for well offices, sick offices, and virtual visits per scheduling guidelines
   - All acute illness calls will be assessed by a triage nurse who will assess for distress
     - Refer to the emergency department if appropriate
     - If an ED visit is not needed, triage nurses will schedule an acute illness visit if the patient meets office visit guidelines
     - If an office visit is not needed, schedule a virtual visit
   - Red flag any appointment with fever, cough, shortness of breath, new headaches, chills, shaking with chills, sore throat, generalized body aches, or loss of taste or smell
   - All waiting rooms will be closed. All patients will check in from their vehicle and called when a room is available
   - All patients will be met at the front door by a clinical staff wearing appropriate PPE. All patients over the age of 4 years and anyone over 4 years accompanying the patient, who does not have face cover, will be given a surgical mask
   - All patients should remain in their exam room with the door closed
• Encourage social distancing with all patients, request that patient sit at the far end of the exam table until the provider needs to examine them
• When the patient leaves the office, they should leave directly and not stop at checkout. Any front desk tasks, including scheduling follow up appointments, should be completed and communicated while the patient is in the exam room

3. **Testing**
   • Follow testing protocols per individual labs as follows: [COVID Testing](https://www.cdc.gov/coronavirus/2019-ncov/hcp/clinical-criteria.html)
   • Testing decisions should be made based on CDC guidelines

4. **Supplies, Equipment and PPE**
   • All staff should wear face coverings when in common spaces or in any space where social distancing of 6’ is not possible
   • Clinical staff and providers should wear surgical mask and gloves for all patients. Switch to N95 and protective eyewear if fever, cough, shortness of breath, new headaches, chills, shaking with chills, sore throat, generalized body aches, or loss of taste or smell
   • When doing an NP swab or running a nebulizer on patient with fever or cough, wear N95 mask, eye protection, gown and gloves
   • Remove PPE in the patient room
   • Monitor inventory of PPE at each office
   • Have paper bags available for N95 respirators to label for personal reuse
   • Obtain/maintain inventory of viral medium, NP and oral swabs for LabCorp at all offices
   • Obtain freezer labels for LabCorp specimens
   • For non-patient care (ex. Cleaning) use restaurant grade gloves rather than clinical grade

5. **Communication**
   • **With staff:**
     o Periodic email updates sent to all staff
     o Protocol and all emails available on SharePoint
   • **With patients**
     o Maintain links to CDC and Healthy Children
     o Post any email content sent to patients on our website and Facebook page

6. **Human Resources**
   • Encourage social distancing between staff with a goal of keeping 6’ of separation
   • All staff will self-monitor their temperature daily at home and let supervisor know if temperature is over 100.0°F
   • All staff will have their temperature measured upon arrival to work and each office will report results to Heather Schroen (Amy if Heather is not available).
• If staff have cough or fever, talk to your supervisor before coming to work
• If staff are exposed to a patient with known or suspected COVID-19, we will follow CDC recommendations for active vs self-monitoring and exclusion from patient care https://www.cdc.gov/coronavirus/2019-ncov/hcp/guidance-risk-assessment-hcp.html
• Attempts will be made to remove high risk staff from direct patient care. Staff who feel uncomfortable performing their clinical duties should speak with Brenda, Amy, or Katie
• Employee Travel: The CDC recommends you stay home as much as possible, especially if your trip is not essential, and practice social distancing especially if you are at higher risk of severe illness. However, if you must travel, please visit the CDC Travel Guidelines to review several things you should consider before you go.
  o Practice social distancing
  o Avoid large gatherings
  o Practice good infection control measures
  o Wear a mask when you cannot be socially distant
  o Wash your hands
  o Isolate if you are not feeling well
  o When you return monitor for symptoms and let your manager know if you are not feeling well or have a fever