Coronavirus Travel Screening Workflow

Audience: Scheduling, Registration and Front Desk Staff

In an effort to screen and alert staff of a potential risk of infection, the **Travel Screening** form has been activated in the Scheduling and Registration workflows.

The screening form has <u>four</u> key questions regarding contact, symptoms and travel history. The responses will determine if the patient has a potential risk and will alert the staff of next steps. The travel screening questionnaire will appear every 24 hours after midnight.

Risk Factors

Potential Risk

When **ALL FOUR** questions have been asked of the patient and if specific conditions are met when completing the travel screening questions, a Best Practice Alert (BPA) will appear for front desk and registration staff. The BPA will instruct the scheduler of **next steps** for the patient.

1. In the last month, have you been in contact with someone who was confirmed or suspected to have Coronavirus / COVID-19?
2. Have you had a COVID-19 viral test in the last 14 days?
3. Do you have any of the following new or worsening symptoms?
4. Have you traveled internationally in the last month?

Low Risk

When **ALL FOUR** questions have been asked of the patient and if specific conditions are **NOT** met when completing the travel screening questions, the BPA will NOT display, and the normal scheduling workflow should be followed.

1. In the last month, have you been in contact with someone who was confirmed or suspected to have Coronavirus / COVID-19?
2. Have you had a COVID-19 viral test in the last 14 days?
3. Do you have any of the following new or worsening symptoms?
4. Have you traveled internationally in the last month?

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Scheduling Process

1. During the normal scheduling and check in processes, the **Travel Screening** form will display.

2. Click on the appropriate answers based on the patient's responses. All four questions **MUST** be answered. Hospital Leadership will be tracking to ensure the travel screening is completed for each patient.

   a. In the last month, have you been in contact with someone who was confirmed or suspected to have Coronavirus / COVID-19.

   b. Have you had a COVID-19 viral test in the last 14 days?

   c. Do you have any of the following new or worsening symptoms?

   d. Have you traveled internationally in the last month?

3. Click **Accept.**

Potential Risk

4. When **ALL FOUR** questions have been asked of the patient and <u>if specific conditions</u> are met when completing the travel screening questions, a **Best Practice Advisory (BPA)** will display for front desk and registration staff. The BPA will instruct the scheduler of **next steps** for the patient.

> **NOTE**: Scheduling **SHOULD NOT** continue. Contact your department Supervisor/Manager.

The COVID-19 Potential Risk BPA will appear if one or more of the following symptoms are documented:

- Cough
- Fever
- Shortness of Breath
- Muscle Pain
- Severe Headache
- Sore Throat
- Loss of Smell
- Chills
- Loss of Taste
- Vomiting
- Diarrhea
- Fatigue

BestPractice Advisory -

Patient Safety (1)

⚠ **POTENTIAL CORONAVIRUS (COVID-19) RISK**

If patient is <u>on the phone</u>:

Calmly state "Due to your symptoms and travel/exposure history we are going to schedule you for a MyChart video visit with your/a Methodist Primary Care Provider so you can be further screened and evaluated for testing if necessary."

If you are unable to schedule the patient with a Methodist PCG provider, please warm transfer them to the PCG call center at 713-394-6724 to have them schedule the patient. If after hours or patient declines, they can also be offered an on demand virtual urgent care appointment through the MyMethodist app.

If patient is <u>in-person (inpatient registration, hospital outpatient, or ambulatory clinic)</u>:

- Maintain your ICARE values
- Provide the patient a surgical mask to cover mouth and nose
- Confirm personal wear of surgical mask and face shield during interaction with patient
- Escort the patient to an identified location and close the door
- Notify the provider or operations administrator that the COVID-19 Screen is positive and follow their directions
- Refer to latest algorithm "Management of Patients Suspected of Having Novel Coronavirus (COVID-19) in Outpatient Settings" for further guidance

✓ OK

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5. If some of the **Travel Screening** questions are not answered/entered in Epic or if **Unable to assess** is selected, the **Travel Screening** will be <u>incomplete</u>.

Remember: All four questions MUST be answered.

Travel Screening

⚠ **The travel screening is incomplete for this patient**

View previous screenings:

✏ 09/09/20 1556   ✏ New Screening

Communicable Disease Screening

In the last month, have you been in contact with someone who was confirmed or suspected to have Coronavirus / COVID-19?

Yes	**No / Unsure**	Unable to assess

Have you had a COVID-19 viral test in the last 14 days?

Yes - Positive result	Yes - Pending result	Yes - Negative result	No
Unable to assess			

Do you have any of the following new or worsening symptoms?

☐ None of these	☐ Unable to assess	☐ Abdominal pain	☐ Bruising or bleeding
☐ Chills	☐ Cough	☐ Diarrhea	☐ Fatigue
☐ Fever	☐ Joint pain	☐ Loss of smell	☐ Loss of taste
☐ Muscle pain	☐ Rash	☐ Red eye	☐ Runny nose
☐ Severe headache	☐ Shortness of breath	☐ Sore throat	☐ Vomiting
☐ Weakness			

Travel History

Have you traveled internationally in the last month?

Yes	No	Unable to assess

Potential Risk - Operational process

Patient presents to Clinic Front Desk with the following:

- Cough
- Fever
- Shortness of Breath
- Muscle Pain
- Severe Headache
- Sore Throat
- Loss of Smell
- Chills
- Loss of Taste
- Vomiting
- Diarrhea
- Symptoms of lower respiratory illness (e.g., cough, difficulty breathing, pneumonia)

Perform the following:

- Provide patient a surgical mask to cover nose and mouth.
- Review the **Travel Screening** responses.
- Notify appropriate clinical staff of potential risk.

Low Risk

Continue scheduling. Negative responses to the questions will <u>not</u> trigger the BPA and the normal scheduling workflow should be followed.

Viewing the Travel Screening Responses

1. Epic dropdown menu> **Patient Care**> **Chart.**
2. On the **Patient Lookup** window, enter patient search information.
3. The **SnapShot** tab is defaulted, click on the **Chart Review** tab.
4. Make sure the **Encounters** tab is selected.
5. Search for the desired date and **Travel** type.
6. Click on **Travel.**
7. The screening questions, responses and end user information displays.
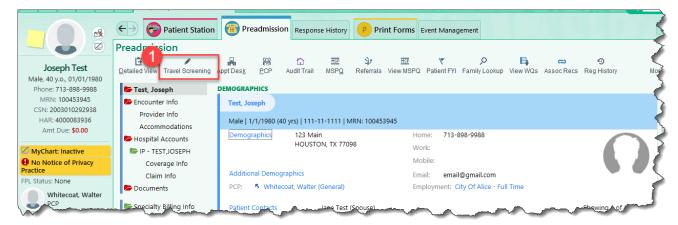
Registration

The Travel Screening questionnaire is completed during the registration process for the **Pending Pre-admission, the Confirmed Pre-admission** and the **Confirmed Admission** workflows.

1. Click on the **Travel Screening** button.

2. The **Travel Screening** form displays.

3. Click on the appropriate answers based on the patient's responses. All four questions **MUST** be answered. Hospital Leadership will be tracking to ensure the travel screening is completed for each patient.

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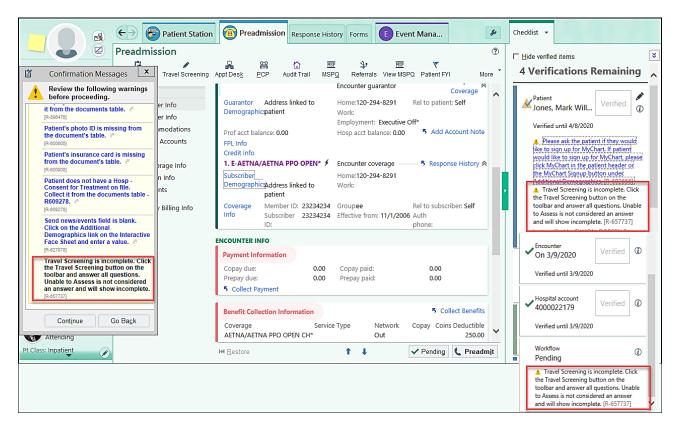

4. Click **Accept.**

5. **Confirmation** and **Verification** warning messages display if the travel screening form has not been completed.

   All four questions **MUST** be answered; **Unable to Assess** is not considered an answer and will show as incomplete.

Coronavirus Travel Screening Workflow
Created: 2/19/2020 – Updated 9/9/2020
p. 10

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6. When **ALL FOUR** questions have been asked of the patient <u>and if specific</u> conditions are met when completing the travel screening questions, the following BPA will display. Follow the instructions on the BPA.

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Patient Safety (1)

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Coronavirus Travel Screening Workflow
Created: 2/19/2020 – Updated 9/9/2020
p. 11

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