

Ambulatory COVID-19 or Person Under Investigation (PUI) Visit Process

A virtual visit should be the standard for COVID+ or PUI patient visits that do not require an in-person visit or procedure. **COVID+ or PUI patients should only be seen in-person if absolutely necessary** to the patient's wellbeing with approval by the provider and clinic leadership.

Enhanced Precautions (Contact, Droplet, Airborne) will be used by all HCWs when caring for COVID positive or PUI patients. This requires the use of an N95 mask, eye protection, double gloves and gown (if blood or body fluid exposure).

Patients Identified Prior to Arrival

Prior to Patient Arrival

- Scheduling
 - Review COVID+ / PUI in-person scheduled visits list (sent by Sophia Thornton) and assess if patient needs to be transitioned to a virtual visit, rescheduled or requires an in-person visit
 - When possible, cohort COVID+ patient visits to a specific day, with appointments following one another utilizing the same exam/procedure room
 - If visit is for an high-risk aerosolizing procedure, schedule as last case of the day since room must remain empty for one hour after completion
- Email Lobby Symptom Screening Team, DG-COVID19lobbyscreeners@bmc.org, 24 hours in advance of patient appointment with the required information below. If an add-on patient, with less than 24hr notice, page the lobby screeners directly: Yawkey Lobby Pager 8184, Shapiro Lobby Pager 8160, Moakley Lobby Pager 8178, and Preston Lobby Pager 8003.
 - Patient Name, MRN, Appointment Date/Time, COVID + or PUI status, Contact phone number
- Instruct patient to:
 - Arrive alone or with escort, if necessary in compliance with [visitor policy](#)
 - Enter hospital via the Yawkey, Preston, Moakley or Shapiro main entrances
 - Report to lobby Patient/Visitor symptom screening station
 - Self-identify with name, COVID positive patient or PUI status, and location of clinic visit
- Identify exam/procedure room for COVID-19 patients which is ideally closest to entrance and exit of clinic minimizing time and distance in clinic
- Remove all supplies and equipment from exam/procedure room not needed for visit/procedure
- Affix PPE supply caddy and "Enhanced Precaution" sign to outside of exam/procedure room door

Upon Patient Arrival

- Clinic staff member must come to the lobby wearing appropriate PPE (N95 mask & eye protection) to meet patient 5 minutes prior to scheduled appointment time
- Clinic staff member will escort patient to clinic and push buttons on elevators and open doors
- Patient will be roomed immediately upon arrival bypassing the check in and waiting areas
- Limit the number of HCW's in exam/procedure room with patient to essential personnel only
- Prior to entering the exam/procedure room, HCW to don appropriate PPE (Enhanced Precautions)
- If additional supplies or equipment needed during examination/procedure, request from "clean" HCW outside of exam/procedure room to be delivered to room
- Upon completion of visit/procedure, follow-up visit to be scheduled while patient remains in exam/procedure room
- Prior to leaving exam room, HCW will doff PPE per protocol and perform hand hygiene
- HCW, in appropriate PPE (N95 mask & eye protection), will escort patient out of building and push buttons on elevators and open doors
- After patient exits the exam room, the exam/procedure room door should be closed and ensure Enhanced Precaution sign posted

Cleaning of Exam/Procedure Rooms

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- Please refer to the “Cleaning of Ambulatory Clinic Exam/Procedure Rooms between Patients” policy posted on the BMC Policy & Procedure intranet site [here](#)
- Notify EVS by emailing, DG-EVS@bmc.org with Subject Line “Urgent: COVID 19 Room Cleaning Request” with the following information: Building, Floor, Suite #, and contact information, followed by page to #5183.
- Exam room can be reused immediately following completion of cleaning, unless aerosolizing procedure performed. If aerosolizing procedure performed, room must remain empty for one hour.

Patients Identified During Visit

Clinic Visit Procedure

- If, during examination, the patient discloses contact or symptoms consistent with COVID-19 that was not disclosed during pre-visit Phone Screening or upon check-in, the HCW will immediately leave the exam room
- If HCW clothing was in contact with patient (without a gown at any time, HCW should immediately change to new scrubs. To obtain clean hospital scrubs, the manager must email DG-Linenservices@bmc.org to request.
- Affix PPE supply caddy and “Enhanced Precaution” sign to outside of exam/procedure room door
- Provider to don appropriate PPE (Enhanced Precautions) and evaluate patient for COVID testing
- Prior to leaving exam room, HCW will doff PPE per protocol and perform hand hygiene
- HCW, in appropriate PPE (N95 mask & eye protection), will escort patient out of building and push buttons on elevators and open doors
- After patient exits the exam room, the door should be closed and ensure Enhanced precaution sign posted
- Please refer to the “Cleaning of Exam/Procedure Rooms” process outlined above