In-Clinic Arrival Triage DOT Flow

**During Clinic Hours**

- **Cough – Yes** AND/OR **Fever - Yes**
  - Instruct to wear the mask we provided, throughout visit and use alcohol based sanitizer.

- **Yes to any of the conditions above, yet Refusing to Mask**

- **Clinic PAR**
  - Set up a system so they can work with the clinic staff to room the patient immediately.

- **Local Incident Command Needs to Operationalize and Support**

- **If Patient Refuses**
  - Explain the need to help patients feel safe.
  - Give them the option to mask or they will need to return to their car.
  - Obtain current phone number to offer virtual triage or to speak to a manager.

- **Proceed with visit.**

**See Job Aid 1-A**

**No Visit Scheduled**

- **Patient should continue to their service department (e.g., pharmacy/lab), and be instructed to contact the Consulting Nurse or arrange a Primary Care phone visit.**

- **No Visit Scheduled**

- **Going to Urgent Care:** Consider implementing one of the following:
  - Call Urgent Care Charge Nurse to notify them of incoming patient.
  - Walk patient to Urgent Care with warm handoff.
  - Give instructions on where to find the Urgent Care.

- **Going to Pharmacy/Lab**
  - Ask the patient to mask and use alcohol based sanitizer.
  - Patient should continue to their service department and then be instructed to contact the Consulting Nurse or arrange a Primary Care phone visit.

**After Hours**

- **Cough – Yes** AND/OR **Fever - Yes**
  - Instruct to wear the mask we provided, throughout visit and use alcohol based sanitizer.

- **Yes to any of the conditions above, yet Refusing to Mask**

- **Local Incident Command Needs to Operationalize and Support**

- **If Patient Refuses**
  - Explain the need to help patients feel safe.
  - Give them the option to mask or they will need to return to their car.
  - Obtain current phone number to offer virtual triage or to speak to a manager.

- **Escalate to manager or security as needed.**

**See Job Aid 1-A**

**Escalate to manager or security as needed.**

- **See Job Aid 1-A**

**PPE Reminder:**
- Temperature Taker: Mask, Gloves, and Face Shield
- Provider/Staff wear mask!
- COVID Testing: follow Precaution Process - CLICK HERE

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Greeter

- Non-clinical staff with a calm, patient-centered disposition

**Number:**
Consider having two greeters so one can talk to patient and the other can help with flow during busy periods.

**Items Needed**
- Purell
- Masks
- Green and Orange Stickers
- Signage
- Tissues

**Example of setup**

**Workflow**

**Greeter Scripting:** “Good morning/afternoon. Do you have a cough and/or fever today?”

**Patient Answers No:** Greeter Scripting: “Great. As an extra precaution, we are going to take your temperature before you enter the building.”

- **Patient has a temperature less than 100.0 F; Greeter Scripting:** “Can you please take this mask and place this green sticker on yourself in an area that is visible?” Children under the age of 2 years old, should not be masked. Children ages 2-4 can mask as an option, with parent supervision.
  - Thank them and point them to the check-in area or appropriate destination (lab, pharmacy, etc)

- **Patient has a temperature greater than or equal to 100.0 F; Greeter Scripting:** “I’m showing that your temperature is X. Please take this orange sticker and place it on yourself in an area that is visible. I’m also giving you this mask and we’d like you to wear it for the entire visit.” See below for addition responses.

**Patient Answers Yes:** Provide patient with mask with explanation to wear the mask we provided for the entire visit and ask them to please use the hand sanitizer here at the desk.

- **Greeter Scripting:** “Can you please place this orange sticker on yourself in an area that is visible.”

**If they ask why:** “The mask will keep those around you safe while you wait to see your care team. The orange dot helps inform your care team to wear protective gear like a mask and gloves during your visit. We want to ensure you and our care team are safe and it’s important to please keep your mask on at all times during your visit.”

- **Inform patient we will have a member of our care team escort them to the exam room.**

**Patient refuses/declines:**

**Greeter Scripting:** “We are asking all of our patients who have a cough or fever to wear a mask. It will help those around you feel and stay safe while you wait to see your care team”

**If patient continues to refuse:** Escalate to Local Leadership and consider Security.

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**Patient Escort**

- Any staff member (clinical or non-clinical) with a calm, patient-centered disposition.

**Workflow**

1. Patient escort will be in the same area as greeter, so they are available when needed.
2. Patient escort will be notified by greeter that there is a patient with cough/fever who needs direct rooming.
3. Patient escort immediately escorts patient to identified room (if available) or any available exam room.

**Scripting** – “My name is _______________, (role) and I will be bringing you back to the exam room. Thank you for wearing your mask – please make sure to continue to wear it until you leave the building. Is there anything else I can do for you before I let your team know you are here?”

4. Patient escort completes room log (entry/exit).
5. Patient escort notifies the appropriate care team that a patient with cough/fever patient has been roomed and what room patient is in.