Arrival Flow

This process applies to ALL KPWA clinical locations.

Patient/Visitor/Staff Arrives
Greeter gives patient/visitor/staff a mask.
Greeter Huddle Card for additional scripting CLICK HERE

✓ Reminds patient/visitor/staff to remain masked for the duration of their time in the clinic/building.
✓ Instruct patient to proceed to their appointment or planned services practicing social distancing (lab, pharmacy, work, etc.)
✓ Report any symptoms (point to sign) to your care team or call Consulting Nurse

*Children under 2 years old, should not mask. Optional for children 2-4 years old, parents must supervise.

Does the patient have a visitor accompanying them? Click Here for Visitor Guidelines

If Patient Refuses to Mask
✓ Explain the need to help patients feel safe. Give them the option to mask or isolate per local Safe Patient Flow Process.

If Visitor Refuses to Mask
✓ Instruct them to wait in the car, outside the building or isolate in another place in the building

Scheduled Visit or Going to Urgent Care

Check in Patient - Notify Clinical Team of arrival, for direct rooming.

Proceed with visit.

No Visit Scheduled – Going to Lab/Pharmacy
✓ Patient continue to their service department (e.g. pharmacy/lab).

Staff may continue to their work station. If they are feeling ill, they should call CNS from their car or isolated area.

If patient refuses offer Virtual appointment.

If patient refuses offer Virtual appointment.

If patient still refuses

Escalate to manager and security if patient refuses. Click Here for scripting.

For Emergent or Urgent Care Isolate and triage.

For Non Emergent refuse service.

See KP National Operational Guidance and example process flow for more information. Click Here
**Medical Center Clinic Arrival Greeter at Entry Point Resource Guide**

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

**Staffing Recommendation:**
Consider having staffing of greeters to patient volumes. Designate backup in case station gets overwhelmed with patients at one time.

**Items Needed**
- Hand Sanitizer
- Masks
- Signage (Detailed list, below)
- Tissues
- Gloves to be worn during cleaning
- Cleaning Supplies - cleaning wipes

**Greeter station etiquette**
- Professional looking table or podium
- Station should look clean and uncluttered
- Signs should be spaced appropriately
- No linen covers or table skirts

**Signage/Communication Needed**
- Stop Here - Posted
- Visitor Policy - Posted
- Masking Etiquette – Available
- Social Distancing Floor Stickers – On Floor
- Social Distancing Sign – Posted
  *No more than 2 signs on Podium

**Greeter Taker Scripting:** [CLICK HERE]
As a Greeter you may be asked a variety of questions. Please make sure you are familiar with the most up to date policies/procedures.

- Visitor Policy
- Masking Guidelines
- Clinic layout
- Operating Hours
- Clinic Specific Workflows
- COVID Website

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**Optional Job Aid (1B) – Medical Center In-Clinic Arrival Patient Escort Workflow**

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

**Workflow**
1. Ambassador will be in the same area as greeter, or available when needed.
2. Ambassador escort will be notified by greeter that there is a patient who needs direct rooming.
3. Ambassador escort immediately escorts patient to identified room (if available) or any available exam room.

**Example Scripting** – “My name is________________________, (role) and I will be showing 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?”