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| Purpose: | <p>This document provides clinicians and clinical support staff and providers with guidance for active screening of clients under the following circumstances:</p> <ol style="list-style-type: none"> 1) A pandemic has been declared by the World Health Organization, and the Provincial Health Officer or local Medical Health Officer has determined that the illness is circulating on or around the client’s community, <p>and</p> <ol style="list-style-type: none"> 2) A provider is not immediately available to examine and diagnose the client. |
| Scope: | <p>This guideline is applicable to:</p> <p>Audience</p> <p>Providers: Physicians (MD) Nurse Practitioners</p> <p>Clinicians: Registered Nurses (RN), Registered Psychiatric Nurses (RPN), Licenced Practical Nurses (LPN), Respiratory Therapists (RT)</p> <p>Clinic support staff: Medical Office Assistants (MOA), Admitting/Registration Staff, and others</p> <p>Settings</p> <ul style="list-style-type: none"> • Primary Care Clinic • COVID-19 Collection Site Clinics • COVID-19 Call Centre(s) • Client’s home (if eligible for Community Health Services[CHS]) • Ambulatory setting • General screening clinic • Long-term Care / Continuing Care / Seniors Clustered Housing • Other authorized Screening setting |
| Outcomes: | <p>Through these efforts it is expected that clinicians will assist in reducing the number of clients using Emergency Room Departments and preserve health care system functioning.</p> |

1.0 Guideline

- Clients should be [screened for COVID-19 signs and symptoms](#) and directed to MyHealthPatient Portal. If client does not have a MyHealth account, have them call 1-844-2219 (M-F; 0830-160) to have one created.
- Where clients present without prior notification, staff should use social distancing and direct the client to resources on the [Protect Yourself & Your Family](#) page.
- To minimize the risk of transmission follow appropriate [infection prevention control procedures](#).
- Providers and Clinicians (MD, Nurse Practitioners, RN, RPN) may collect a viral nasopharyngeal (NP) specimen by swab.
 - LPNs and RTs require an client-specific order from the Most Responsible Provider or a Medical Health Officer Population based order.
 - During COVID-19 pandemic the signature of the practitioner ordering the NP swab will not be required on the laboratory requisition.
 - The Director of Screening Clinics is authorized to put the Family Physician/ Organizational identified MRP as the Order Physician, with the corresponding MSP number.

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COVID-19 Testing Criteria

- See BCCDC [COVID-19 testing guidelines](#).
- **All staff performing client screening must use [Droplet and Contact Precautions](#).**
A surgical procedure mask is recommended for swab collection.
A fitted N-95 respirator mask is recommended for aerosoling procedures; refer to [PICNet 2019 Novel Coronavirus: Aerosol Generating Medical Procedures in Health Care Settings](#) and [BCCDC Respiratory Protection COVID19](#) for more information.

At presentation, clients should be given a surgical procedure mask.

- Decisions about place of testing are dependent upon the patient’s symptoms, their exposure history, and local resources for conducting testing.
 - Where possible, clients arriving at a facility will be placed in a room with the door closed on arrival to avoid contact with other patients in common area of the practice (e.g. waiting rooms).
 - Clients arriving for screening by vehicle will be asked to remain in their vehicle.
 - Clients are not to be referred for testing in their home unless eligible for Community Health Services.
- The clinic support staff or clinician will: (See Appendix A)
 - Ask the client to provide identification (first name, last name, date of birth, PHN; if out of province, identify PHN and province, family doctor, phone number).
 - Provide the client with a fact sheet about the [Dos and don’ts of self-isolation](#) and the phone number to call for their results.
- A Clinician will:
 - Take a detailed history and conduct a clinical assessment to determine if the client meets the criteria for testing.
 - Explain the procedure for obtaining a nasopharyngeal (NP) specimen swab to the client.
 - Perform the the [NP swab](#).
 - Follow instructions for the [completion of laboratory requisitions and labelling specimen](#).
 - Provide information for clients while waiting for COVID-19 results [While you are waiting for your results](#)
 - Determine if the client has mild ILI symptoms and can return home:
 - Confirm/provide and review with client the [Dos and don’ts of self-isolation](#).
 - Advise client(s) to limit contact with others
 - Call 811 if symptoms worsen
 - Log into MyHealth Patient Portal 24-48 hours after your test.
 - To set up a MyHealth account call 1-844-844-2219
 - If client is unable to sign up for a MyHealth account, call 1-866-370-8355 for verbal lab result
 - Be directed as to the reporting process for the suspected case.
 - Ensure coordination of sample delivery to the appropriate Laboratory Services setting.
 - Determine if the client has moderate to severe ILI symptoms and direct the client to a provider.

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- A Provider:
 - Decides if client can go home or if the client is to be directed to Emergency.
 - Coordinates with the hospital and the client to make safe arrangements for travel while maintaining isolation of the client.

2.0 Documentation

- Follow situation specific documentation standards.
- Clinicians providing screening without a Provider order need to document, in the client health record, a nursing diagnosis to support documentation standard.

3.0 Related Island Health Standards

BC Centre for Disease Control. Lab Testing. [health-professionals-covid-19-lab-testing](#)

Home isolation: Waiting for novel coronavirus (COVID-19) results. [patient-handout-covid-19-self-isolation](#)

ILI outbreak management: Collection of nasopharageal swabs. [influenza-like-illness-outbreak-management](#)

Island Health Clinical Documentation Policy. 16.1.3P. [clinical-documentation-policy](#)

4.0 References

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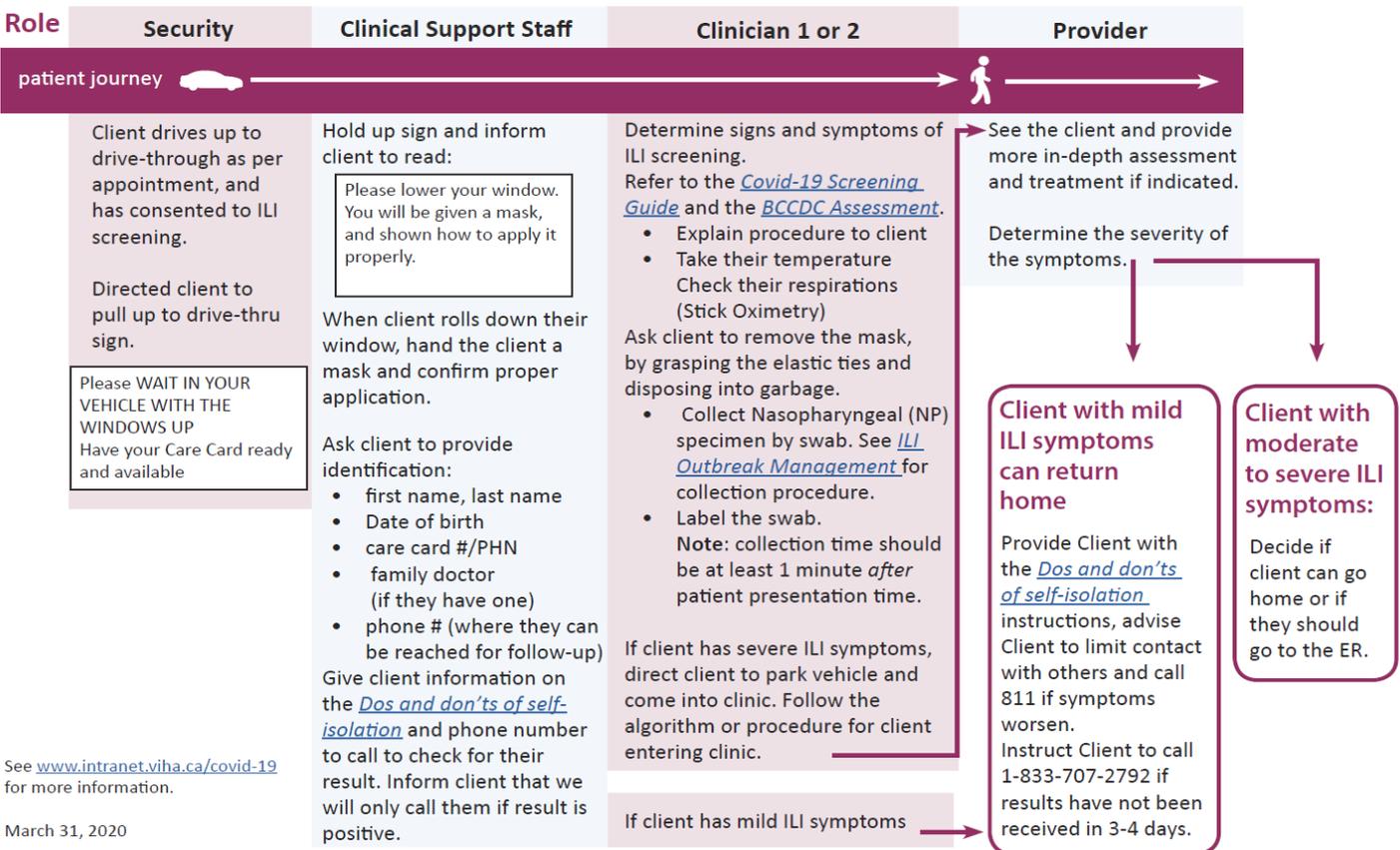
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Appendix A:

Drive-thru Client Specimen Collection workflow



This Decision Support Tool provides clinical support staff, providers, and clinicians with guidance for screening clients who appear to be experiencing symptoms of Influenza-Like Illness (ILI), e.g., COVID-19.



See www.intranet.viha.ca/covid-19 for more information.

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