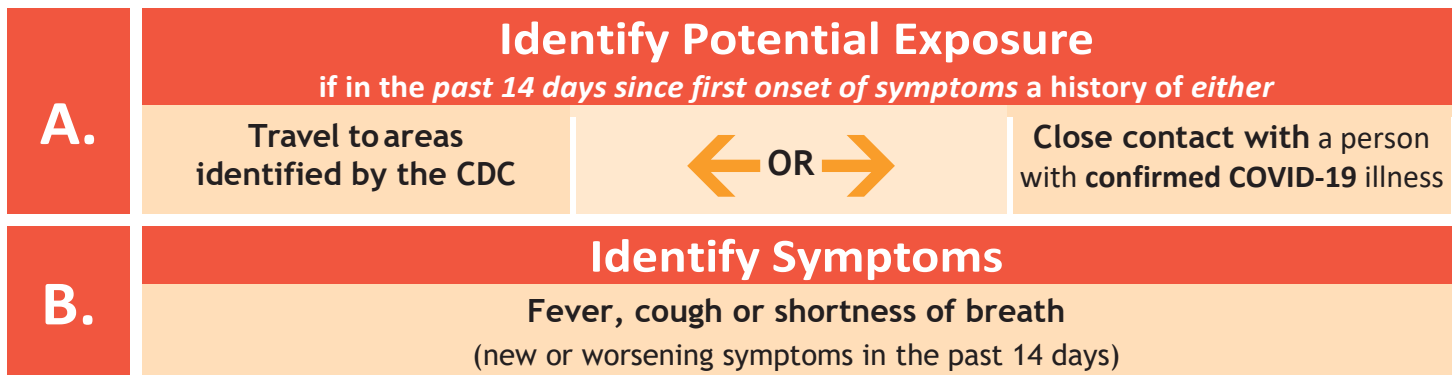


## Primary Care – IN-PERSON VISIT

### Flowchart to Identify and Assess 2019 Novel Coronavirus



If person reports **both** (A) Exposure and (B) Symptoms



If person reports **only** (B) Symptoms



Mask (Isolate if appropriate)	Mask (Isolate if appropriate)
<ol style="list-style-type: none"> <li>1. Ask patient to wear a facemask</li> <li>2. Ask patient to wait at least 6 feet away from others (staff and other patients)</li> <li>3. Complete warm handoff to triage nurse or nursing supervisor</li> <li>4. Nurse initiates <i>Special Droplet/Contact Precautions</i> (see page 2), wears appropriate PPE, and escorts patient to an isolation room (keep &gt;6 feet away from patient)</li> </ol>	<ol style="list-style-type: none"> <li>1. Ask patient to wear a facemask</li> <li>2. Ask patient to wait at least 6 feet away from others (staff and other patients)</li> <li>3. Complete warm handoff to triage nurse or nursing supervisor</li> <li>4. Nurse initiates <i>Special Droplet/Contact Precautions</i> (see page 2), wears appropriate PPE, and escorts patient to an isolation room (keep &gt;6 feet away from patient)</li> </ol>
Nurse Screening & Triage	Nurse Screening & Triage
<ol style="list-style-type: none"> <li>1. Complete screening questions and assess symptom severity (<b>Epic dot phrase: .KINGCOVID19ASSESSMENT</b>)               <ol style="list-style-type: none"> <li>a. For <i>mild or moderate symptoms*</i>, counsel on:                   <ol style="list-style-type: none"> <li>i. Appropriate <i>Patient Education Materials</i> (see page 2) and home care,</li> <li>ii. Monitoring symptoms carefully, and</li> <li>iii. Contacting PCP if symptoms worsen. Provide PCP referrals as needed.</li> </ol> </li> <li>b. For <i>severe symptoms</i>, advise the patient to seek emergency care immediately</li> </ol> </li> <li>2. Consult clinician if nursing assessment indicates a need for further clinical evaluation</li> <li>3. <b>Call Public Health</b> (<i>Novel Coronavirus Call Center: 206-477-3977</i>) if you have questions or if the patient is: <b>207-Healthcare worker or public safety worker, or 208-Involved in school or institutional outbreaks</b></li> <li>4. Once the patient leaves, follow environmental cleaning and disinfection procedure (see page 2)</li> </ol>	<ol style="list-style-type: none"> <li>5. Complete screening questions and assess symptom severity (<b>Epic dot phrase: .KINGCOVID19ASSESSMENT</b>)               <ol style="list-style-type: none"> <li>a. For <i>mild or moderate symptoms*</i>, counsel on:                   <ol style="list-style-type: none"> <li>i. Appropriate <i>Patient Education Materials</i> (see page 2) and home care,</li> <li>ii. Monitoring symptoms carefully, and</li> <li>iii. Contacting PCP if symptoms worsen. Provide PCP referrals as needed.</li> </ol> </li> <li>b. For <i>severe symptoms</i>, advise the patient to seek emergency care immediately</li> </ol> </li> <li>6. Consult clinician if nursing assessment indicates a need for further clinical evaluation</li> <li>7. Conclude the visit by providing patient education and precautions of when to follow up with PCP. If patient does not have a PCP, advise the patient to call <i>Community Health Access Program: 800-756-5437</i>. <b>(Instruct the patient to call first before visiting a clinic in person)</b></li> </ol>

\*Older patients (over the age of 60) and individuals who have underlying medical conditions or are pregnant should contact their healthcare provider early in the course of even mild illness.

## COVID-19 Healthcare Provider Resources & Recommendations (WA State DOH)

<https://www.doh.wa.gov/Emergencies/NovelCoronavirusOutbreak2020/HealthcareProviders>

### Special Droplet/Contact Precautions (in addition to Standard Precautions):

When initiating special droplet/contact precautions, remember to post signage on the isolation room. Approved signage and PPE donning and doffing procedures can be found here:

<https://www.doh.wa.gov/Portals/1/Documents/1600/coronavirus/SpecialDropletContactPrecautionsSign.pdf>

### Personal Protective Equipment (PPE) Guidance:

Must adhere to PPE for **Special Droplet/Contact Precautions** (in addition to Standard Precautions):

- Facemask or N-95 respirator, gown, gloves, and eye protection (face shield or goggles)
- Facemask or N-95 respirator use instructions:
  - When providing **general health care, including direct patient care** to COVID-19 patients, that does not involve performing aerosol-generating procedures, wear medical or surgical mask
  - When performing **aerosol-generating procedures**, must wear NIOSH-approved fit-tested N-95 respirator or higher, such as a powered air-purifying respirator (PAPR)
  - When collecting **diagnostic respiratory specimens** (e.g., nasopharyngeal or oropharyngeal swab) from a possible COVID-19 patient, wear an N-95 or higher-level respirator (or medical/surgical mask if a respirator is not available) – *(Special Droplet/Contact Precautions can be used)*
- See above signage link for PPE donning and doffing procedures

### Environmental Cleaning and Disinfection Procedure:

Routine cleaning and disinfection procedures are appropriate for COVID-19 (see table below).

Once the patient with suspected COVID-19 leaves, the exam room:

- 1) Should remain vacant for up to two hours before anyone enters if aerosol-generating procedure was performed, which requires Airborne Precautions. (*\*Note: adequate wait time may vary depending on the ventilation rate of the room and should be determined accordingly: [clearance rates under differing ventilation conditions.](#)*  
*If the exam room was used for collecting respiratory specimens (e.g., nasopharyngeal or oropharyngeal swab) and not for performing aerosol-generating procedures, it does **not** need to be kept vacant.*)
- 2) Should be cleaned as described below

Product Name	When/where to Use	Do Not Use	PPE	Caution	Notes
<b>Disinfectant Wipes</b> Sani Cloth Plus (red top) or Sani Cloth AF3 (gray top) or DisCide (Dental Clinic use)	For disinfection of shared computer keyboards, telephones, desks, and exam room surfaces between patients.	<b>DO NOT USE TO CLEAN SKIN</b>	Must use COVID-19 PPE guidance above	Do not get on skin or clothing. Avoid eye contact.	Included on EPA lists for Tuberculosis, HIV/Hepatitis A & B, MRSA, norovirus, and COVID-19

### WA State DOH COVID-19 Testing Guidance for Healthcare Providers:

<https://www.doh.wa.gov/Portals/1/Documents/1600/coronavirus/Interim-2019NovelCoronavirusQuicksheetProviders.pdf>

### Patient Education Materials:

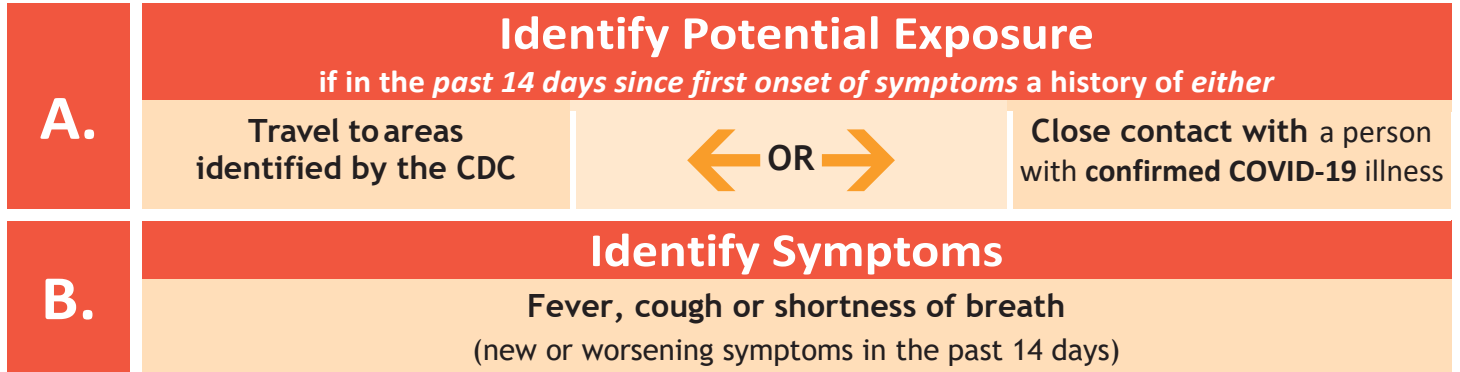
1. [Patients with confirmed or suspected COVID-19](#)
2. [Patients who were potentially exposed to a confirmed COVID-19 case](#)
3. [Patients with COVID-19 symptoms without known exposure](#)
4. **Public Health – Seattle & King County:** [kingcounty.gov/COVID](http://kingcounty.gov/COVID) and [Novel Coronavirus Factsheet](#)

# Primary Care – PHONE CONTACT

## Flowchart to Identify and Assess 2019 Novel Coronavirus



Please attempt to call patients **PRIOR TO VISIT** and assess the following:



If person reports **both (A) Exposure and (B) Symptoms**



If person reports **only (B) Symptoms**



Admin Staff Refers to Nurse
<ol style="list-style-type: none"> <li>Obtains patient's contact information (name, phone number, address) and date of birth</li> <li>Staff member provides a warm handoff to a triage nurse or nursing supervisor, do not hang up</li> </ol>

Admin Staff Refers to Nurse
<ol style="list-style-type: none"> <li>Obtain patient's contact information (name, phone number, address) and date of birth</li> <li>Staff member provides a warm handoff to a triage nurse or nursing supervisor, do not hang up</li> </ol>

Nurse Screening & Triage
<ol style="list-style-type: none"> <li>Complete screening questions and assess symptom severity (<b>Epic dot phrase: .KINGCOVIDSCREENING</b>)             <ol style="list-style-type: none"> <li>For <i>mild or moderate symptoms*</i>, counsel on:                 <ol style="list-style-type: none"> <li>Appropriate <i>Patient Education Materials</i> (see page 2) and home care,</li> <li>Monitoring symptoms carefully, and</li> <li>Contacting PCP if symptoms worsen. Provide PCP referrals as needed.</li> </ol> </li> <li>For <i>severe symptoms</i>, advise the patient to seek emergency care immediately</li> </ol> </li> <li>Consult clinician if nursing assessment indicates a need for further clinical evaluation</li> <li><b>Call Public Health</b> (<i>Novel Coronavirus Call Center: 206-477-3977</i>) if you have questions or if the patient is:             <ol style="list-style-type: none"> <li><b>Healthcare worker or public safety worker, or</b></li> <li><b>Involved in school or institutional outbreaks</b></li> </ol> </li> <li>Conclude phone call with providing patient education and precautions of when to follow up with PCP. If patient doesn't have a PCP, advise the patient to call <i>Community Health Access Program: 800-756-5437. (Instruct the patient to call first before visiting a clinic in person)</i></li> </ol>

Nurse Screening & Triage
<ol style="list-style-type: none"> <li>Complete screening questions and assess symptom severity (<b>Epic dot phrase: .KINGCOVIDSCREENING</b>)             <ol style="list-style-type: none"> <li>For <i>mild or moderate symptoms*</i>, counsel on:                 <ol style="list-style-type: none"> <li>Appropriate <i>Patient Education Materials</i> (see page 2) and home care,</li> <li>Monitoring symptoms carefully, and</li> <li>Contacting PCP if symptoms worsen. Provide PCP referrals as needed.</li> </ol> </li> <li>For <i>severe symptoms</i>, advise the patient to seek emergency care immediately</li> </ol> </li> <li>Consult clinician if nursing assessment indicates a need for further clinical evaluation</li> <li>Conclude phone call with providing patient education and precautions of when to follow up with PCP. If patient does not have a PCP, advise the patient to call <i>Community Health Access Program: 800-756-5437. (Instruct the patient to call first before visiting a clinic in person)</i></li> </ol>

\*Older patients (over the age of 60) and individuals who have underlying medical conditions or are pregnant should contact their healthcare provider early in the course of even mild illness.