



TITLE	Escort of COVID-19 Positive Patients and PUI in the Ambulatory Setting
TODAY'S DATE	April 16, 2020
SECTION	<input type="checkbox"/> Organization Wide <input type="checkbox"/> Emergency Department <input type="checkbox"/> Inpatient <input checked="" type="checkbox"/> Ambulatory <input type="checkbox"/> Nursing <input type="checkbox"/> Medical staff [physicians and advance care practitioners]

APPLICABLE LOCATIONS	<input type="checkbox"/> All Bozeman Health locations <input checked="" type="checkbox"/> Bozeman Health Deaconess Hospital <input type="checkbox"/> Big Sky Medical Center	<input type="checkbox"/> Belgrade Clinic + UrgentCare <input type="checkbox"/> Hillcrest Senior Living <input type="checkbox"/> b2 UrgentCare <input type="checkbox"/> b2 MicroCare
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VERSION DATE	April 28, 2020
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APPROVED BY	R. Popwell, Incident Command
APPROVAL DATE	4/28/2020

PURPOSE:

1. Identification of COVID-19 positive patients or PUI upon arrival for ambulatory services
2. Safe escort of COVID-19 positive patients or PUI to and from appointment locations

POLICY/PROTOCOL:

The two (2) distinct care scenarios for COVID+ patients and PUI in the ambulatory setting are as follows:

1. **Patients requiring care that can be delivered in the VTC.**
2. **Patients requiring care that cannot be delivered in the VTC.**

When possible, patients would be identified by the scheduling clinic in advance and directed to the appropriate entrance as follows:

1. **Patients requiring care that can be delivered in the VTC will be directed to Entrance 4.**
 - a. On arrival, the patient will undergo normal door screening protocol and notify BH personnel that they are here for a scheduled appointment.
 - b. Patient will be checked in and brought to designated area in the VTC for the appointment.
 1. For visits that require face-to-face encounters for NON-COVID issues, specialist rooms will be designated in VTC.
 - c. Provider will be contacted upon arrival that patient has checked in and ready to be seen.
 - i. Specialty visits will be conducted as follows:
 1. When appropriate, specialists may evaluate patients via telehealth or through inter-professional consultation with VTC providers.
 2. For visits that require face-to-face encounters, specialist will present to VTC, don appropriate PPE, and provide care as scheduled.
 - d. At conclusion of visit patient will check out and exit the facility via entrance 4.
2. **Patients requiring care that cannot be delivered in the VTC will be directed to entrance 5 or 7,** depending on which is closest to the office location of the medical provider they have an appointment with.



- a. On arrival, the patient will undergo normal door screening protocol and notify BH personnel that they are here for a scheduled appointment.
- b. An escort will be assigned to the patient and will accompany them to the location of their appointment.
- c. Upon arrival to the appointment location, the escort will transfer the patient's oversight to the staff at that location.
- d. At conclusion of visit patient, the staff at the appointment location will escort the patient to the appropriate exit.

NOTES: We anticipate these adjustment to be temporary and reserve the right to revise or discontinue these adjustments with or without notice depending on the current understanding and/or business needs of Bozeman Health relating to COVID-19.

OTHER POLICIES/PROTOCOLS TO REFERENCE: