

# Outpatient Office Guidelines for COVID-19

Reminder: All patients with respiratory symptoms require Droplet Precautions. Last updated September 13, 2020 at 10:00 AM EST

## 1 PATIENT SYMPTOMS CONCERNING FOR COVID-19

**NOTE:** All patients should have been screened for COVID-19 on the phone and/or at the clinic or building entrance **prior** to their appointment. To view the Ambulatory Phone, Building and Clinic Screening Algorithm for COVID-19, click [here](#).

### QUESTION

Are you concerned this patient may have symptoms suggestive of COVID-19?

YES

NO

### TAKE ACTION

- 1) Give the patient a **mask** and show them how to put it on.
- 2) Immediately **go to section 2**.

YES

NO

### QUESTION

Did the patient have their first positive test within the past 20 days and need to be on COVID-19 precautions? Refer to the *Guidance for Patients Confirmed to Have COVID-19 (with or without symptoms) Attending Ambulatory Clinics or Facilities* document. To access this document, scan the appropriate QR code below:  
[intranet.insidehopkinsmedicine.org/heic/docs/2019-nCoV\\_ambulatory\\_confirmed\\_returning\\_to\\_facility.pdf](https://intranet.insidehopkinsmedicine.org/heic/docs/2019-nCoV_ambulatory_confirmed_returning_to_facility.pdf)

### STOP SCREENING

Stop the screening process

## 2 ISOLATE PATIENT IF SCREENING IS POSITIVE

**Complete the following steps immediately:**

- (1) Ensure the patient is wearing a mask.
- (2) Place the patient in a private room and provide information about isolation. If necessary, they may remove the mask once in a private room. Ensure the patient has a way to communicate (e.g. call bell, cell phone, etc.).
- (3) Close the door and place a "DO NOT ENTER" sign.
- (4) If the patient is clinically stable, staff must remain outside the room. Avoid entering the room and do not open the door or provide any further care or testing unless an emergency situation (see note below).
- (5) Inform the patient's ambulatory provider. The provider will determine the need for COVID-19 testing (see section below).

**NOTE:** During a medical emergency, all staff entering the room must wear PPE. For emergencies, call 911 or your normal contact for emergencies. Inform them the patient may be under investigation for COVID-19.



Gloves



Fluid resistant gown with thumb loops



Second pair of gloves



Surgical mask with face shield

## 3 Provider - Consider if COVID-19 Testing is Indicated

For the COVID-19 Testing Algorithm for Ambulatory Clinics, scan the appropriate QR code below:

[intranet.insidehopkinsmedicine.org/heic/docs/2019-nCoV\\_testing\\_algorithm.pdf](https://intranet.insidehopkinsmedicine.org/heic/docs/2019-nCoV_testing_algorithm.pdf)

- **Testing Warranted:** If testing is warranted, provide information on where to obtain test.
- **Requires Medical Care:** If the patient requires medical care, notify and transfer the patient to the ED.
- **History of COVID-19:** To determine if the patient can be seen in the ambulatory clinic, refer to the *Guidance for Patients Confirmed to Have COVID-19 (with or without symptoms) Attending Ambulatory Clinics or Facilities* document. To access this document, scan the appropriate QR code below: [intranet.insidehopkinsmedicine.org/heic/docs/2019-nCoV\\_ambulatory\\_confirmed\\_returning\\_to\\_facility.pdf](https://intranet.insidehopkinsmedicine.org/heic/docs/2019-nCoV_ambulatory_confirmed_returning_to_facility.pdf)
- **Discharging Home:** If the patient is stable and can be discharged home, instruct the patient to keep on their mask and to leave the building and not make any additional stops within the building.



Scan this QR code to access the **COVID-19 Testing Algorithm for Ambulatory Clinics** document.



Scan this QR code to access the **Guidance for Patients Confirmed to Have COVID-19 (with or without symptoms) Attending Ambulatory Clinics or Facilities** document.

**IMPORTANT:** If a staff member does not wear a mask or face shield while interacting with the patient, contact your [infection control representative](#).