

# UW Medicine | VALLEY MEDICAL CENTER

## Return to Clinic for COVID-19 Positive Patients

**Purpose:** To organize and summarize processes for identifying and safely resuming ambulatory care for patients with a confirmed acute COVID-19 infection.

Treatment/ Testing Facility	Epic COVID-19 Positive Alert (will remain on storyboard for 20 days)	RN COVID Positive Follow-up Process	Return to Clinic Protocol
VMC Inpatient, Emergency Room, Clinics, Mobile Care Unit	<b>Epic status is automatically updated:</b> <ul style="list-style-type: none"> <li>Patient's storyboard</li> <li>Infection risk column on schedule dashboard</li> <li>PRC Covid-19 positive alert</li> </ul>	<ul style="list-style-type: none"> <li>RN will contact patient per RN follow-up call workflow.</li> <li>RN will collaborate with PCP when scheduling follow-up appointments to ensure that telehealth is optimally utilized.</li> <li>Patients without a VMC PCP will receive support from health care facilitators.</li> <li>RN will not schedule a hospital follow / TCM or ER follow-up for a patient with a non-Valley PCP.</li> <li>RN will not follow patients discharged to a skilled nursing facility.</li> </ul>	<p><b>VMC requires universal continuous masking to mitigate COVID-19 spread.</b></p> <p><b>Return to clinic criteria (regardless of vaccination status):</b></p> <ul style="list-style-type: none"> <li>10 days have passed since the date of their first positive swab test for non-hospitalized / asymptomatic / incidental positive patients (20 days for patients hospitalized due to COVID) AND</li> <li>At least 24 hours afebrile without the use of fever-reducing medications AND</li> <li>Symptoms (e.g., cough, shortness of breath) have improved</li> </ul> <p><b>Patients with an inconclusive result should be treated as COVID positive</b></p> <p>Providers and clinic staff should review their schedules daily to ensure that patients are scheduled appropriately.</p>
External (non-VMC) Facility	<b>Epic status is NOT automatically updated:</b> <ol style="list-style-type: none"> <li>PCP/clinic staff can locate results in Care Everywhere or through the patient. Documentation of the result is preferred but not required.</li> <li>Add COVID-19 positive to the problem list.</li> <li>Clinic staff can update the COVID status on storyboard by using the following process:  <a href="#">Epic – External Lab Results: Entering, Scanning, Verifying and Correcting   TiP</a> </li> </ol>	<p><b>Patients with a VMC PCP who were evaluated at an external ER or admitted at an external hospital:</b></p> <ul style="list-style-type: none"> <li>RN will contact patients who appear on hospital list.</li> <li>RN follow-up call workflow is the same as if the patient was treated at VMC.</li> <li>RN will schedule a hospital / ER follow-up or TCM and notify PCP about upcoming appointment.</li> </ul> <p><b>Patients with a VMC PCP who were tested positive an external outpatient facility:</b></p> <ul style="list-style-type: none"> <li>RN will call patients who tested positive from other organizations if the provider sends a note to their clinic's RN care manager.</li> </ul>	<p><b>If the patient is recovering and does not meet the return to clinic criteria:</b></p> <ul style="list-style-type: none"> <li>Offer telehealth appointment until the patient meets the return to clinic criteria.</li> </ul> <p><b>If the patient does not meet the return to clinic criteria and has a non-life-threatening condition that cannot be addressed on telehealth and needs an office visit:</b></p> <ul style="list-style-type: none"> <li>Offer a URI appointment with Primary Care or direct patient to the Urgent Care</li> </ul> <p><b>If the patient has new or worsening symptoms of a respiratory infection or a life-threatening condition:</b></p> <ul style="list-style-type: none"> <li>Offer a URI appointment with Primary Care or direct patient to Urgent Care based on symptomatology. Direct patients with life-threatening conditions to the ED.</li> </ul> <p><b>Appointments initiated through RN call group:</b></p> <ul style="list-style-type: none"> <li>If the RN is following a patient (with a VMC PCP) during their recovery process and the patient needs any type of follow-up appointment, RN will coordinate telehealth/office visit with PCP.</li> </ul> <p><b>Appointments initiated through MyChart scheduling:</b></p> <ul style="list-style-type: none"> <li>Patients with active respiratory symptoms will be directed to contact the PRC to schedule an appointment. PRC will review all appointments scheduled through MyChart to ensure that patients meet the return to clinic criteria before patients arrive in clinic.</li> </ul> <p><b>Support for CXR for patients who do not fit return to clinic criteria:</b>            Available at Urgent Care locations: Renton Landing, Maple Valley, Covington            Daily during Urgent Care hours. No appointment needed. Walk-ins only.  <b>PCP must place all orders before patient's arrival.</b></p> <p><b>For patients who do not fit return to clinic criteria and must be seen in clinic and/or need labs, please follow infection prevention protocol on page 2.</b></p>

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## Return to Clinic for COVID-19 Positive Patients

**Purpose:** To provide guidance to safely complete clinic encounters with patients who are symptomatic and/or less than 10 days from their positive swab test (20 days if hospitalized) or a PUI (patient under investigation) or patients with an inconclusive result

Step	Process
1	<ul style="list-style-type: none"><li><input type="checkbox"/> Review contact/droplet precautions before patient's arrival.</li><li><input type="checkbox"/> Practice mandatory continuous universal masking.</li><li><input type="checkbox"/> Remain 6 feet from the patient as much as possible throughout the entire visit.</li></ul>
2	<ul style="list-style-type: none"><li><input type="checkbox"/> Arrange for the patient to meet a staff member (in proper PPE) at a designated entrance to the building that will provide the least public exposure and fastest passage into the clinic.</li></ul>
3	<ul style="list-style-type: none"><li><input type="checkbox"/> Mask the patient upon arrival and perform hand hygiene with hand sanitizer.</li></ul>
4	<ul style="list-style-type: none"><li><input type="checkbox"/> Escort the patient directly to a patient room upon arrival.</li></ul>
5	<ul style="list-style-type: none"><li><input type="checkbox"/> Complete the entire visit with contact/droplet precautions.</li></ul>
6	<ul style="list-style-type: none"><li><input type="checkbox"/> Complete any necessary lab work within the same patient room.</li></ul>
7	<ul style="list-style-type: none"><li><input type="checkbox"/> Following the visit, the patient should be escorted directly out of the building by a staff member in proper PPE.</li></ul>
8	<ul style="list-style-type: none"><li><input type="checkbox"/> Room should be cleaned immediately following contact/droplet precautions.</li></ul>