

COVID-19 Recovery: Public Health and Infection Control Key Principles For Acute Care Settings

Updated: 15 May 2020

Please note that Providence Health Care is taking the necessary precautions to provide the best possible care in a safe environment for our patients, residents, visitors, staff and medical staff. Every patient needing care, regardless of COVID-19 status, is welcomed at PHC.

Please follow Public Health guidelines and Infection Control principles when planning your recovery efforts for your area of work. For more information, please visit the [PHC COVID-19 website](#).

Please note: amendments to this document will occur as COVID-19 recovery phases evolve.

Quick Reference:

1. Patients/Clients

- a. [Urgent/Emergent/Elective Surgical Procedures](#)
- b. [Diagnostic Procedures](#)
- c. [When arriving at the hospital](#)
- d. [During hospital stay](#)
- e. [After hospital stay](#)

2. Family/Visitors/Support

- a. [Virtual visits](#)
- b. [In-person visits](#)

3. Personnel/Staff/Medical Staff

- a. Staff/Medical Staff [providing direct patient care](#) (e.g., nurses, physicians, allied, contracted services etc.)
- b. Staff/Medical staff/Administrative staff [not providing direct patient care](#) (e.g., reception, nursing station, contracted services etc.)

4. Equipment/Supplies/Environment

- a. [Elevators and stairwells](#)
- b. [Cleaning and disinfecting clinical, administrative and public areas](#)
- c. [Layout and Flow](#)

1. Patient/Clients

Urgent/Emergent/Elective Care:

- Urgent treatment and care should proceed as medically indicated, regardless of the patient/client's COVID-19 status, and should not be delayed for testing or test result.
- For scheduled procedures, patients/clients should receive a pre-admission package that includes instructions regarding self-assessment for COVID. Please advise patients to follow the recommendations from the self-assessment or to contact 8-1-1 or their primary care provider.

- Patients/clients reporting new symptoms consistent with COVID-19 at any time during their course of care should undergo COVID-19 testing.
- Patients/clients will be assigned a bed on an [appropriate unit](#) based on their risk status for COVID-19 (green/yellow/red)

When arriving at the hospital...

A) Screening at the hospital entry point(s)

- Controlled access with specific entry points for public access, staffed with greeters and security.
- At the entrance of the facility, general screening questions will be asked. Please refer to the following [Script #2](#).
- At arrival, patients/clients should perform hand hygiene.
 - **Action:** Ensure patients/clients remove gloves, if applicable, and perform hand hygiene. **Gloves should not be put back on.**
- Patients/clients with visible and/or self-declared COVID-19-like symptoms, who are not wearing a surgical/procedure mask already, will be required to wear a surgical/procedure mask provided by the health authority.
 - **Other considerations:** If the facility/site has physical distancing constraints, the use of masks for all patients/clients, regardless of COVID-19 status, may be considered.
- If the patient/client is not symptomatic, they may wear their own masks during their visit.

B) Screening at destination

- As part of the check-in process, the patient/client will be asked screening questions if there is no documentation that this has not already occurred. Please refer to the following [Script #3](#).

During hospital stay...

- Assess patient/client for symptoms of COVID-19 every shift and as necessary. A patient/client may be required to move to a new bed/unit if their risk status for COVID-19 changes.
- Follow [Point-of-Care Risk Assessment](#) as per Infection Prevention and Control recommendations.
- Throughout the visit, remind patients/clients to:
 - practice respiratory etiquette, such as coughing and sneezing into the elbow, avoiding touching the face, mouth, nose, eyes and, if applicable, mask
 - perform hand hygiene.
 - maintain physical distancing.
- When accessing common spaces (e.g., waiting room, lounge, cafeteria), patients/clients should perform hand hygiene and maintain physical distancing.

After hospital stay...

- Patients/clients should be provided with a mask if clinically indicated (e.g., on droplet & contact precautions at time of discharge).
- Patients/clients should perform hand hygiene before leaving the facility/building.

2. Family/Visitors/Support

- To reduce risks of COVID-19 for patients, clients, family, residents and staff, virtual visits should be prioritized over in-person visits. Exceptions can be made for birth, death, compassionate reasons, and pediatrics. Please refer to the [Guidelines for Visitation during COVID-19](#) (plus supporting [acute algorithm](#)).

Virtual visits

- **Patients should be provided with alternatives to in-person visits.**

- **Action:** Define process and criteria for virtual visits (priority of patients/conditions, timing, storage and security, IT support, etc.)
- **Action:** Ensure patients have access to and can use their own personal devices.
- Information on “Guidelines for Cleaning and Disinfection of Tablets” can be accessed [here](#).

3. Personnel/Staff/Medical Staff

*Staff/Medical Staff **providing** direct patient care (e.g., nurses, physicians, allied, contracted services etc.)*

- Staff/Medical staff must follow the [PPE Recommendations – Acute](#). Please follow extended use guidance.
- Staff/Medical staff may seek the assistance of a spotter or peer to ensure appropriate technique when donning and doffing PPE.
- Staff/Medical staff should avoid unnecessary travel between rooms/areas for assessment and/or treatment. Staff/Medical staff are encouraged to “bundle” care and utilise a “buddy” outside the room when caring for a patient with known or COVID-19 symptoms to minimize the use of PPE.
- Team meetings and in-person interactions should be replaced with virtual options, as much as possible. If not possible, maintain physical distancing.
- Staff/Medical staff should be encouraged to clean and disinfect their own work space following the [IPAC Guidelines](#). For shared work spaces, staff/medical staff should clean and disinfect space before and after use.
- Staff/Medical staff must not share food and snacks.

*Staff/Medical staff/Administrative staff **not providing** direct patient care (e.g., reception, nursing station, contracted services etc.)*

- Staff/Medical staff who are not able to maintain physical distancing in the clinical area are required to wear appropriate PPE as per the [PPE Recommendations – Acute](#).
- Team meetings and in-person interactions should be replaced with virtual options, as much as possible. If not possible, maintain physical distancing.
- Staff/Medical staff should be encouraged to clean and disinfect their own work space following the [IPAC Guidelines](#).
- Staff/Medical staff must not share food and snacks.

4. Equipment/Supplies/Environment

Elevators and stairwells

- Physical distancing is encouraged in elevators.
 - An elevator monitor will be available to assist and direct accordingly. Masks can be used to permit increased elevator occupancy.
 - **Action:** Place posters to remind of elevator etiquette, physical distancing and place floor layout in the queue line and inside the elevators to guide users.
- Encourage staff who are able to use stairwells and maintain physical distance to reduce elevator crowding.

Cleaning and disinfecting clinical, administrative and public areas

- *Cleaning clinical areas.*
 - During the examination any medical/clinic equipment used (e.g., blood pressure cuffs) should be cleaned and disinfected by the user following the routine department practices for cleaning and disinfecting between patients.
 - When possible, single use equipment and supplies are recommended.
 - Common areas and high-touch surface areas should be cleaned and disinfected at least once a day, with a focus on high touch points such as reception counters, seating areas (including clinic room

seats and armrests), doors, handrails, light switches, door handles, toilets, taps, handrails, phones, keyboards, and counter tops. The frequency and who conducts cleaning activities will be defined by local EOCs in partnership with Public Health and Infection Prevention and Control.

- For cleaning, disinfecting and frequency of equipment instructions, refer to the Infection Prevention and Control [Master Equipment Cleaning and Disinfection Manual](#) and/or refer to the facilities manual for specific equipment/supplies cleaning recommendations.
- *Cleaning non- clinical areas*
 - Other areas such as lunch rooms, lounges, and offices on the unit should be cleaned and disinfected on a daily basis and whenever needed by the users of the space.
- *Cleaning Administrative Offices*
 - Follow the routine department practices for cleaning and disinfection. High touch surfaces should be cleaned and disinfected on a daily basis by the local owner of the space
- *Cleaning Public Areas*
 - Public areas, such as hallways and stairways, should be cleaned and disinfected on a daily basis, and when needed.
- All staff are recommended to clean and disinfect their own or shared work space/WOW following the [IPAC Guidelines](#).
- De-clutter and minimize equipment and supplies so effective environmental cleaning can be achieved.

Layout and flow

- Hand hygiene stations should be available and easily accessible at all doorway entrances and exits.
 - **Action:** Ensure appropriate hand hygiene are in place and hand hygiene products are maintained
- Seating in staff shared spaces, waiting rooms, cafeterias, coffee shops and common areas (lounges) seats should be spaced/taped off to maintain two metres separation.
 - If staff lounge is not large enough to accommodate physical separation, consider staggered breaks or alternative break areas.
- Non-essential items (remote control, magazines, brochures, etc.) should be removed from waiting and gathering areas.
- Products (e.g., creams, lotions) are dedicated to a single user, when possible.
- [Guidelines](#) are provided to determine appropriate room placement for patients/clients

SCRIPT #1

SCRIPT #1
COVID-19 Recovery: Public Health and Infection Control Key Principles
Screening Scripts for Acute Settings

Updated: 15 May 2020

FOR APPOINTMENT REMINDERS AND PATIENT PHONE CALLS

Note: Before calling, please confirm with the identified physician whether this patient is on the essential condition/appointment list.

Hello, my name is (your name), at (hospital & department name). I am calling to confirm your appointment with (Dr/Clinician’s name) on (date and time of appointment). As part of our preliminary screening for COVID-19, we have a few questions we will need you to answer:

(NOTE TO CLERICAL STAFF: please reference the tables below and follow the appropriate process outlined)

In the last 14 days, have you:

	No	Yes
Returned from travel outside of Canada?		
Been in close contact with anyone diagnosed with lab confirmed COVID-19?		
Lived or worked in a setting that is part of a COVID-19 outbreak?		
Been advised to self-isolate or quarantine at home by public health?		

Do you have new onset of any of the following symptoms:

	No	Yes
Fever		
Cough: new or worse than usual		
Shortness of breath		
Diarrhea		
Nausea and/or vomiting		
Headache		
Runny nose/nasal congestion		
Sore throat or painful swallowing		
Loss of sense of smell		
Loss of appetite		
Chills		
Muscle aches		
Fatigue		

SCRIPT #1

If NO – Proceed as follows

Thank you for this information. Based on your answers, it does not appear you have any COVID-19 risk factors or symptoms.

Next, we would like to confirm that you will be attending your appointment on (date and time of appointment)?

If cancelling/rebooking - reschedule as appropriate or offer teleconsult/virtual consult, if applicable.

If attending appointment in person:

Please note that Providence Health Care is taking the necessary precautions to provide the best possible care in a safe environment for our patients, residents, visitors, staff and medical staff. Every patient needing care, regardless of COVID-19 status, is welcomed at PHC.

When you arrive to the hospital, you will be asked these questions again. You may have to wait in line to enter the building or elevator. Please arrive only (insert time frame) before your appointment.

If you have a mask at home, please wear it to your appointment. You will be asked to sanitize your hands when you enter the building and when you come to the clinic.

We have a restricted visitor policy in place at the hospital. Please come to your appointment by yourself. If you need assistance, please restrict it to one person and ask them to wear a mask if possible.

If you do develop any fever, cough, shortness of breath or influenza-like symptoms; please follow the recommendations outlined by 8-1-1 or your primary care provider.

If there are any changes to your health prior to coming into the hospital, please notify us at (provide appropriate phone number).

If YES to any of the questions – Proceed as follows (A or B)

Option A – Urgent or Emergent Procedures or Treatments

Note: Proceed as medically indicated, regardless of the patient's COVID-19 status, and should not be delayed for testing or test results. For urgent or emergent procedures or treatments, patients reporting new symptoms consistent with COVID-19 should undergo COVID-19 testing prior, when possible.

Thank you for this information.

Option B – Elective Procedures or Treatments

Note: Elective procedures or treatments for confirmed COVID-19 patients and those patients who have had contact with, or an exposure to, a COVID-19 patient (known and being followed by public health officials) should be delayed until the patient is deemed recovered and non-infectious according to the provincial protocols or the procedure/treatment becomes urgent or emergent.

SCRIPT #1

Please note that Providence Health Care is taking the necessary precautions to provide the best possible care in a safe environment for our patients, residents, visitors, staff and medical staff. Every patient needing care, regardless of COVID-19 status, is welcomed at PHC.

Based on your answers, we are required to give you some additional instructions prior to your visit:

- If you are able to, please visit a collection centre [near you](#) and get tested prior to appointment.
- If you have a face mask, please wear it when you come in. **If not, please alert the greeter at the hospital entry point and they will provide you with a mask.**
- If you are wearing gloves, you will be asked to remove them and perform hand hygiene. **Please do not wear gloves into the hospital.**
- Upon check-in, you will be asked these screening questions again.
- If you still have COVID-19- like symptoms:
 - Alert the hospital entry point greeters
 - Also alert the front desk clerical staff

Please note we have a restricted visitor policy in place at the hospital. Please come to your appointment by yourself. If you need assistance, please restrict it to one person and ask them to wear a mask if possible.

[NOTE TO CLERICAL STAFF: please try to schedule procedure or treatment at the end of the day, if possible. Also, it is recommended to notify the front desk clerical staff regarding this patient's current COVID-19 status.]

Thank you for this information.

Please note that Providence Health Care is taking the necessary precautions to provide the best possible care in a safe environment for our patients, residents, visitors, staff and medical staff. Every patient needing care, regardless of COVID-19 status, is welcomed at PHC.

Based on your answers, I will need to speak with your physician and check whether we can provide you an appointment by phone or virtual health or if the doctor would like you to come in person on another day.

I will phone you back shortly.

[NOTE TO CLERICAL STAFF: Confer with the physician and ask if the patient should come in person. If the physician suggests a virtual health/telephone visit, call the patient to arrange an appointment. If the physician indicates an in person appointment is required, call the patient and schedule the appointment in 14+ days or earlier if physician dictates.]

Call patient back to arrange appointment.

For those patients requiring in-person appointments: I have spoken with the physician and they would like you to come in person. Can we book an appointment on (date and time of appointment*)?

***[NOTE TO CLERICAL STAFF:** please ensure date of appointment is at least 14 days from symptom onset.]

Please note we have a restricted visitor policy in place at the hospital. Please come to your appointment by yourself. If you need assistance, please restrict it to one person and ask them to wear a mask if possible.

If there are any changes to your health prior to coming into the hospital, please notify us at (provide appropriate phone number).

For any patients that call back to alert of health changes - please complete the preliminary screening questions again and follow the recommendations based on the new results.

SCRIPT #2

SCRIPT #2

**COVID-19 Recovery: Public Health and Infection Control Key Principles
Screening Scripts for Acute Settings**

Updated: 15 May 2020

FOR IN-PERSON SCREENING AT SITE ENTRY POINTS

Note: please do not turn away any patients in need of medical attention. Anyone exhibiting COVID-19-like symptoms are to be provided with a mask, asked to remove gloves and perform hand hygiene.

Welcome to (Clinic name).

We kindly ask everyone to keep two meters distance between each other.

If you are a family member or visitor and are exhibiting COVID-19 like symptoms such as fever and new cough, we kindly ask you do not enter the facility at this time to keep our patients and staff safe.

If you are a patient or client and are exhibiting COVID-19 like symptoms such as fever and new cough, or have been in contact with a confirmed COVID-19 case, you are required to wear a mask. If you do not have a mask, please come see of the greeters.

[NOTE TO GREETERS: please ensure you wearing appropriate PPE to ensure safe interactions with suspect COVID-19 patients.]

For all those entering the facility, please:

COVID-19-like Symptoms	No COVID-19 –like Symptoms
<p>Remove gloves if you are wearing any and perform hand hygiene.</p> <p>If you are not already wearing a mask please put one on now.</p> <p>[NOTE TO GREETERS: please provide masks to those with COVID-19 like symptoms. Patients with cloth or homemade masks should be given a new mask; if unsure provide patient with mask.</p>	<p>Remove gloves if you are wearing any and perform hand hygiene.</p>

Thank you for your cooperation.

SCRIPT #3

SCRIPT #3

**COVID-19 Recovery: Public Health and Infection Control Key Principles
Screening Scripts for Acute Settings**

Updated: 15 May 2020

FOR IN-PERSON SCREENING AT DESIGNATED UNIT RECEPTION

Hello, Welcome to (Unit/Department Name). My name is (your name), can you please sanitize your hands first.

As part of our pre-screening process, we have a few questions we will need you to answer:

(NOTE TO CLERICAL STAFF: please reference the tables below and follow the appropriate the process outlined).

In the last 14 days, have you:

	No	Yes
Returned from travel outside of Canada?		
Been in close contact with anyone diagnosed with lab confirmed COVID-19?		
Lived or worked in a setting that is part of a COVID-19 outbreak?		
Been advised to self-isolate or quarantine at home by public health?		

Do you have new onset of any of the following symptoms:

	No	Yes
Fever		
Cough: new or worse than usual		
Shortness of breath		
Diarrhea		
Nausea and/or vomiting		
Headache		
Runny nose/nasal congestion		
Sore throat or painful swallowing		
Loss of sense of smell		
Loss of appetite		
Chills		
Muscle aches		
Fatigue		

SCRIPT #3

If NO – Proceed as follows	If YES to <u>any</u> of the questions– Proceed as follows
<p>NOTE TO CLERICAL STAFF: If patient responds no, and does not appear symptomatic:</p> <ul style="list-style-type: none"> <input type="checkbox"/> Request that the patient/client maintains physical distancing (if not wearing a mask) <input type="checkbox"/> Proceed as normal. 	<p>[NOTE TO CLERICAL STAFF: If patient responds yes, or appears symptomatic, follow this procedure.]</p> <p>Ensure that the patient is wearing a face mask already. If not, provide them with a face mask.</p> <p>Take the patient directly to the isolation/examination room. If no room is available, ask the patient to take a seat in designated area.</p> <p>Clean and disinfect the patient side of the clerical area using appropriate disinfectant wipes. Refer to VCH’s Cleaning and Disinfecting Guidelines.</p> <p>Notify physician/clinician that patient has arrived and is presenting with symptoms.</p>

Thank you for your cooperation.

GUIDELINES FOR GREEN/YELLOW/RED COVID UNITS/SPACES

Guidelines for **Green** (COVID –ve) **Yellow** (Patients Under Investigation) and **Red**(COVID +ve) Units/Spaces



If beds available in all areas (zones)

Admission & Precautions

Green – Admit to any room as per standard process

Yellow - Admit to Single Patient Room under Contact and Droplet Precautions pending test results

- If COVID test positive move to red space or maintain in private room on Contact and Droplet Precautions
- If COVID test negative can be transferred out of single patient room into other green room (excluding those who may require a retest based on high level of clinical suspicion pretest).

Red – Admit to COVID designated ward and/or COVID +ve room

- Confirmed COVID+ patients can be cohorted together. If other isolation concerns please contact IPAC or Medical Microbiologist on call.

If beds not available in all areas (zones) and/or patients requiring admission to specific areas due to care needs

Admission & Precautions

Mixed Units (identify green, yellow and red rooms on each unit) - where possible ideally have only 2 color zones per unit (i.e. Red/Yellow, Yellow/Green)

Green – Admit to designated green rooms on unit

Yellow - Admit to Yellow Rooms under Contact and Droplet Precautions pending test results

- If COVID test positive move to red space maintaining Contact and Droplet Precautions
- If COVID test negative can be transferred out of yellow space into green room (excluding those who may require a retest based on high level of clinical suspicion pretest).
- Cohorting of Yellow Patients:
- If identified as low clinical suspicion can cohort admissions in semi-private and 4 bed rooms. If other isolation concerns please contact IPAC or Medical Microbiologist on call.
 - If identified as high clinical suspicion admit to single patient room (or one patient per semi private room or 2 patients per 4 bed room)
 - If degree of suspicion not identified (assume high clinical suspicion)

Red – Admit to COVID+ve designated room

- Confirmed COVID+ve patients can be cohorted together. If other isolation concerns please contact IPAC or Medical Microbiologist on call.

Cleaning Considerations

No change to current process:

- If swab for patient under investigation is negative and precautions discontinued, this is a routine clean.
- If swab for patient under investigation is positive – this space/room is to be cleaned as per standards for contract & droplet precautions

Housekeeping has protocols in place for cleaning of all zones- in general cleaning is done from cleanest to dirtiest (when this is not possible processes for moving within zones in place).