

Purpose: To give guidance to providers, MHC staff, and MHC patients on providing care to patients with a medical mask exemption.

Job Aid for Pre-Screener Phone Staff

Applies ONLY to patients and authorized companions.
 Visitors, vendors, contractors, or others who are not able to mask are NOT permitted to enter.
 The accommodation process for MHC employees under the ADA is different. See MHC's ADA policy (PolicyStat ID 6045859) for more details.

Standard Work: Ambulatory Protocol for COVID-19 Screening Patients-Visitors

Provider Office, During Appointment Reminder/Pre-Screening Call

Ask screening questions script:

- "Have you tested positive for COVID-19 in the last 10 days or have a COVID test pending?"
- "Do you have a temperature $\geq 100.4^{\circ}$?"
- "Are you experiencing shortness of breath?"
- "Do you have a cough?"
- "Do you have a sore throat?"

Did patient answer YES to any screening questions?

YES

NO

Consult with care provider and determine next step:

- If an in-person visit is not required, employ a telehealth visit when possible.
- If telehealth is not possible, reschedule the in-person appointment, at least three days after symptoms resolution.
- If it has been determined the patient must have an immediate in-person appointment, attempt to schedule the patient at the end of the day if feasible.

YES

Does patient require an in-person appointment?

NO

Proceed with office procedure to schedule telehealth appointment

Continue with **advising** script:

- "A screener will take your temperature and ask screening questions when you arrive for your appointment."
- "An approved visitor (per visitor policy), will be subject to the same screening, including temperature check, and be required to mask."
- "You will be expected to use alcohol-based hand sanitizer and social distancing of 6 feet."
- In addition, advise patient of new processes or other location specific arrival instructions, for example, check-in from car.

Continue with **masking** script:

- "According to Executive Orders 2020-147 and 2020-153, individuals are required to wear face masks in indoor public spaces including our medical practice, unless a medical mask exemption has been granted."
- "Please wear your face mask when you arrive for your appointment and enter the building."
- "If you don't have a face mask, we will provide one."
- "I need to verify that you are able to wear a face mask."

Does patient confirm he/she will wear face mask?

NO

YES

Conclude the reminder call

Reply script:

- "I will connect you with someone from our office to discuss your medical mask exemption and alternate arrangements that will ensure your safety and the safety of our patients and staff."
- "Accommodations may include a telehealth appointment, other types of face coverings, or an end-of-day appointment."

Reply script: "The person you need to speak with is not available. I will leave a message and someone from our office will call you."

NO

Is manager/designated person available?

YES

Transfer the call