

COVID-19 Planning

Building Screening and Thermal Scanning Playbook

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Overview: COVID-19 Building Screening and Caregiver Thermal Scanning

1. **Objective:** To assess all individuals as they pass through checkpoints/entrances into CCHS building during the COVID-19 pandemic.
2. **Scope:** This document is intended for all CCHS buildings and should be modified according to local site requirements.
3. **Caregiver Roles**

Patient and Visitor Screener

- Ensure patients and visitors (if allowed) are safe to enter Cleveland Clinic facilities
- Consult with clinical triage team if patient presents with concerning symptoms

Clinical Triage

- Assess patient for COVID-19
- Relay presentation of patient to provider for clinical decision making
- Provide distance health information if provider declines to see patient

Caregiver Scanner

- Test Caregiver temperature daily
- Instruct caregivers to return home if >100.4 °F

Police / Security

- Monitor screening locations
- Manage/de-escalate as needed

4. Patient and Visitor Screening

- a. All patients and visitors will be asked a set of screening questions to identify symptoms and COVID-19 risk.
 - i. Do you have any of the following symptoms?
 1. Fever
 2. Cough
 3. Difficulty Breathing
 4. Diarrhea
 - ii. Are you actively being tested for COVID-19 or have you been exposed to anyone with COVID-19?
- b. All patients and visitors will have their temperatures taken upon presentation to any CCHS facility
- c. All patients and visitors will be given a wristband upon passing through screening process
- d. If temperature is 100.4 °F or higher, escort patient to clinical triage and contact MA/LPN/RN or APP on call
- e. Based on responses to the screening questions:
 - i. Asymptomatic patients and visitors will proceed to the appointment desk
 - ii. Symptomatic patients will be asked to wear a mask and will be assessed for potential COVID-19 by an MA/LPN/RN or APP
 - iii. Symptomatic visitors will be asked to wear a mask and will be asked to wait in their car. Provide visitor with FAQ handout regarding how to proceed.
- f. Patients and visitors proceeding in building will be given a wristband
 - i. Single desk locations will not require wristbands

5. Caregiver Thermal Scanning

- a. Cleveland Clinic caregivers will receive a temperature scan each day when arriving to work
- b. If the scanner detects a temperature of **100.4 °F or higher**, caregivers...
 - ii. Will be asked to step out of line to sanitize hands and put on a mask and gloves
 - iii. Will then be asked to return home and follow your department call-off process
 - iv. Will need to call Occupational Health (**216.445.8246**) for next steps on screening and/or testing for COVID-19

6. Personal Protective Equipment (PPE) – More information on recommended PPE guidelines can be found [here](#).

- a. Each site will determine the best process for resupplying screening locations with the appropriate PPE
- b. Email emppe@ccf.org with any PPE needs or issues

<u>Role</u>	<u>Mask</u>	<u>Eyewear</u>	<u>Gloves</u>
Screener	X	X	Hand Hygiene
Scanner	X	X	Hand Hygiene
Clinical Triage	X	X	X
Police/Security	X	X	Hand Hygiene

7. Visitation Guidelines – [See External Website Here](#)

- a. **Inpatient Locations** – All visitors are restricted with the exception of:
 - i. Pediatric patients (1 visitor)
 - ii. Labor & delivery patients (1 visitor)
 - iii. End-of-life circumstances (patient's care team will discuss with their family)
- b. **Ambulatory Locations** – For all family health centers, medical office buildings and physician offices, we are restricting visitors following these guidelines:
 - i. At this time, no guests or visitors are permitted to accompany adult patients, unless special assistance is required
 - ii. Patients who require a driver after a procedure or treatment (1 visitor)
 - iii. Patients undergoing surgery and will be admitted to hospital (1 visitor)
 - iv. Pediatric patients, elderly patients and those with special needs are permitted to bring no more than 1 guest
 - v. Visitors who are sick, have a fever, or a confirmed case of COVID-19 should not visit or accompany a patient
 - vi. Visitors must wash their hands (or use sanitizer) before and after entering clinical areas and waiting rooms

8. Wristband Colors

- a. All patients and visitors will receive a wristband if allowed to enter building
- b. All CCHS facilities will follow the colors below for each day of the week:

Mon	Tue	Wed	Thu	Fri	Sat	Sun
NEON ORANGE	RED	PURPLE	ORANGE	BLUE	YELLOW	PINK

9. General Logistics

- a. Each location may have slight differences in the implementation of these processes based on size, location, and volume
- b. Please work with your local manager or administrator for specific processes

Key Job Responsibilities | Patient and Visitor Screener

Patient and Visitor Screener

- Ensure patients and visitors (if allowed) are safe to enter CCHS facilities
- Consult with Clinical Triage team if patient presents with symptoms

Screener – Job Aide Details

- 1. Reduce Unnecessary Visitors:**
 - a. Visitors/guests of patients should be limited whenever possible
 - b. See aforementioned visitor guidelines for details
- 2. Ask Patients and Visitors Screening Questions:**
 - a. Do you have any of the following symptoms?
 - i. Fever
 - ii. Cough
 - iii. Difficulty Breathing
 - iv. Diarrhea
 - b. Are you actively being tested for COVID-19 or have you been exposed to anyone with COVID-19?
- 3. Take Patient and Visitors Temperature**
 - a. Medline Handheld Thermal Scanner
 - i. Instructional Video - <https://www.youtube.com/watch?v=D8lxZcXxyr4>
 - ii. Switch device on by flipping on switch toward “face” symbol
 - iii. Hold scanner **no more than 1 inch from** skin to obtain accurate reading
 - iv. Scan at forehead temple or wrist
 - v. LCD turns red for a fever and green for a normal result
 - vi. “Lo” reading indicates a low temperature reading (this does not mean a low battery)
 - b. Traditional Thermometers – Use as directed
- 4. If Patient and/or Visitor is Asymptomatic:**
 - a. Patient and visitor may proceed to appointment
 - b. Provide all individual(s) with wristband(s)
- 5. If Patient Indicates Symptoms, Has Active COVID-19 Test, Has Been Exposed to COVID-19, or Has Fever:**
 - a. Screener gives patient a mask
 - b. Screener escorts patient to designated triage area (determined by each site)
 - c. Screener contacts MA/LPN/RN or APP on call
- 6. If Visitor is Symptomatic:**
 - a. Screener gives visitor mask and FAQ/next steps handout and asks them to wait in their car

Personal Protective Equipment (PPE)

- Mask, protective eyewear, hand hygiene (1 mask per 4-hour shift)

Key Considerations

- Ask lines of patients /visitors to maintain a distance of 6 feet
- Clean and reuse eyewear when possible
- If using large pump Purell bottles, please save so that they can be refilled
- Ask patients, visitors, and caregivers to take off gloves to properly sanitize
- Do not leave post until you are relieved
- Ensure that PPE is not left out
- Store items in green bins or designated storage area
- Hospital-laundered (“ceil blue”) scrubs are never to be worn outside of our facilities. Please help us enforce this by asking individuals leaving the facilities while wearing scrubs to return to their units and change into street clothes before exiting.

Key Job Responsibilities | Clinical Triage

Clinical Triage

- Assess patient potential for COVID-19
- Relay presentation of patient to provider for clinical decision making
- Provide digital health information if provider declines to see patient

Clinical Triaging – Job Aide Details

1. **Perform Clinical Assessment**
2. **If No Acute Respiratory Illness or Fever is Present:**
 - a. Ask patient to keep mask on, provide wristband and proceed to appointment
3. **If Acute Respiratory Illness or Fever is Present**
 - a. Contact Provider to discuss patient status or APP performing assessment provides care plan
 - i. If Provider **RECOMMENDS** continue with appointment/treatment
 1. Patient proceed to appointment with mask on
 2. Contact clinical team to inform them of symptoms
 - ii. If Provider **DOES NOT RECOMMEND** continuing with appointment/treatment
 1. Provider Orders COVID-19 test (patient criteria met)
 - a. Provide information on test center locations and process
 2. Provider DOES NOT Order COVID-19 test (patient criteria not met)
 - a. Instruct patient to return home and give FAQ/next steps handout
4. **Document Encounter**
 - a. If you have a patient who meets the high-risk criteria for testing, please route your encounter to the COVID Hotline pool P COVID-19 HOTLINE POOL [7551002937] in Epic

Personal Protective Equipment (PPE)

- Mask, protective eyewear, and gloves

Key Considerations

- Each site/location may determine the level of caregiver for clinical triage: MA, LPN, RN, or APP
- In all triage scenarios a LIP should be contacted for final care plan/recommendation
- Triage caregiver does not need to be present at screening site at all time, but must be in the building and rapidly available
- Set up triage station at the beginning of your triage shift to ensure all materials and PPE are available
- Ensure equipment and PPE is restocked and stored properly at end of shift

Key Job Responsibilities | Scanner

Caregiver Scanner

- Test Caregiver temperature daily
- Instruct caregivers to return home if >100.4 °F

Scanner – Job Aide Details

1. **Take Caregiver Temperature** – Sites with smaller teams (10 or less caregivers) and one desk should self-regulate daily temperature readings using available/on site thermometers.
 - a. Medline Handheld Thermal Scanner
 - i. Instructional Video - <https://www.youtube.com/watch?v=D8lxZcXxyr4>
 - ii. Switch on toward face symbol
 - iii. Hold scanner **no more than 1 inch from** skin to obtain accurate reading
 - iv. Scan at forehead or temple
 - v. LCD turns red for a fever and green for a normal result
 - vi. “Lo” reading indicates a low temperature reading (this does not mean a low battery)
 - b. Traditional Thermometers – Use as directed
- a. **Caregivers with High Temperature Reading** – Caregivers with a temperature of **100.4 or higher**:
 - a. Will be asked to step out of line to sanitize your hands and put on a mask and gloves
 - b. Will then be asked to return home and follow your department call-off process
 - c. Will need to call Occupational Health (**216.445.8246**) for next steps on screening and/or testing for COVID-19

Personal Protective Equipment (PPE)

- Mask, protective eyewear, hand hygiene (1 mask per 4-hour shift)

Key Considerations

- Attempt to limit long lines as much as possible to ensure social distances
- Please use 1 mask per 4-hour shift
- Clean and reuse eyewear when possible
- Please do not leave post until you are relieved by another caregiver
- Ensure scanner or thermometer is returned to its proper storage location
- Ask caregivers to take off gloves to properly sanitize
- Hospital-launched (“ceil blue”) scrubs are never to be worn outside of our facilities. Please help us enforce this by asking individuals leaving the facilities while wearing scrubs to return to their units and change into street clothes before exiting.

Key Job Responsibilities | Police/Security

Police/Security	<ul style="list-style-type: none">• Monitor screening locations• Manage/de-escalate as needed
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Police – Job Aide Details

1. **Enforce visitation policy:**
 - a. **Visitation Guidelines** – [See External Website Here](#)
 - vii. **Inpatient Locations** – All visitors are restricted with the exception of:
 1. Pediatric patients (1 visitor)
 2. Labor & delivery patients (1 visitor)
 3. End-of-life circumstances (patient's care team will discuss with their family)
 - viii. **Ambulatory Locations** – For all family health centers, medical office buildings and physician offices, we are restricting visitors following these guidelines:
 1. At this time, no guests or visitors are permitted to accompany adult patients, unless special assistance is required
 2. Patients who require a driver after a procedure or treatment (1 visitor)
 - a. Patients undergoing surgery and will be admitted to hospital (1 visitor)
 3. Pediatric patients, elderly patients and those with special needs are permitted to bring no more than 1 guest
 4. Visitors who are sick, have a fever, or a confirmed case of COVID-19 should not visit or accompany a patient
 5. Visitors must wash their hands (or use sanitizer) before and after entering clinical areas and waiting rooms
2. **If needed, support screening and scanning functions**
3. **Help direct patients, visitors, and caregivers to optimize throughput and minimize crowding/lines**

PPE

- Mask, protective eyewear, hand hygiene (1 mask per 4-hour shift)

Key Considerations

- Please use 1 mask per 4-hour shift
- Clean and reuse eyewear when possible
- Please do not leave post until you are relieved
- Ensure scanner or thermometer is returned to its proper storage location
- Hospital-launched ("cell blue") scrubs are never to be worn outside of our facilities. Please help us enforce this by asking individuals leaving the facilities while wearing scrubs to return to their units and change into street clothes before exiting.