

COVID-19 Recovery: Public Health and Infection Prevention & Control Screening Scripts for Ambulatory Settings

Updated: 20 May 2020

FOR APPOINTMENTS 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 (Clinic name). I am calling to confirm your appointment with (Dr/Clinicians 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 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		

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 VCH is taking the necessary precautions to provide the best possible care in a safe environment for our patients, residents, visitors, staff and medical staff.

When you arrive to the clinic, you will be asked these questions again. You may have to wait in line to enter the building or elevator. Please arrive only (insert timeframe) 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 restricted visitor policy at the clinic. 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 from the self-assessment tool (<https://bc.thrive.health/>) or 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 clinic, please notify us at (provide appropriate phone number).

If YES to any of the question– Proceed as follows

Thank you for this information. Based on your answers, I will need talk 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 the physician dictates the visit as essential]

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*)?

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 clinic entry point and they will provide you with a surgical/procedure mask.**
- If you are wearing gloves, you will be asked to remove them and perform hand hygiene. **Please do not wear gloves into the clinic.**
- Upon check-in, you will be asked these screening questions again. If still have COVID-19- like symptoms, you will be placed directly in an examination room.

Please note we have restricted visitor policy at the clinic. 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 clinic, 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.