

# Clinical Response Guidelines for COVID-19 for NH outpatient collection sites

(e.g. primary care clinics, urgent and primary care centres)

Other guidelines and resources on [OurNH COVID-19 page](#)

**NH COVID-19 Online Clinic or Primary Care Provider determines  
PATIENT ELIGIBLE for TESTING** per [BCCDC Guidelines\\*](#)

## NH Outpatient Collection Site Prepares for Patient

1. COVID-19 Lab Requisition received from COVID-19 Online Clinic Provider or Primary Care Provider
2. Review Lab Requisition. Ensure all patient and ordering provider information is present (see page 2).
3. Look patient up using usual EMR process and ensure chart created.
4. Contact patient and schedule appointment.
5. Create labels. (see page 2)
6. Prepare supplies and **Designated Care Provision Area** (if applicable).

## Collect Sample and Provide Patient Guidance

1. Don PPE.
2. Have patient don surgical/procedural mask and use hand sanitizer.
3. Verify patient identity.
4. Escort patient to **Designated Care Provision Area** (if applicable).
5. Collect swab [per current BCCDC guidelines](#).
6. Provide the relevant patient handout(s) from BCCDC: [Self-Isolation after a COVID-19 Test](#) and [Guide for caregivers and household members of those with COVID-19 \('close contacts'\)](#) review with the patient how to self isolate and how to receive lab results.
7. Escort patient out via **Designated Route of Movement** (if applicable).
8. Have patient doff mask and use hand sanitizer.
9. Doff PPE. Conduct scrupulous [hand washing](#).

### Document

1. Complete Requisition
2. Chart per usual EMR process

### Process Specimen

1. Bag swab in biohazard bag and store in fridge/cooler
2. Deliver specimens to the lab

### Clean

1. Clean and disinfect environmental surfaces and equipment prior to next patient use

\*COVID-19 testing on asymptomatic patients may be required for pre-operation/pre-treatment.

Contact Chelan Zirul

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Use in conjunction with [Site Preparation Checklist for COVID-19 for outpatient settings](#)

## PREPARE FOR PATIENT

- Review lab requisition – add any missing client or ordering provider details<sup>1</sup>
  - **Patient:** first name, last name, PHN or DOB, address including postal code, contact number, regular primary care provider (if applicable)
  - **Ordering provider:** name & MSP, address including postal code, contact number
  - Standard outpatient and/or PHSA virology requisitions are acceptable
  - Symptom information is NOT required on the requisition
- Look patient up per usual EMR process and ensure chart created.
- Contact patient and schedule appointment for sample collection. Provide additional instructions specific to site (where to park, if drive-through available, need to call prior to arrival, etc.).
- Create specimen labels following local process. All specimens (cylindrical tube) must be affixed with a label which states: Last name, first name, PHN or DOB, specimen type (e.g. NP swab, throat swab), date and time collected. Include priority code<sup>2</sup> on the label in **red (HCW1, HCW2, LTC, OBK, HOS, CMM, CGT, TRE)**
- Prepare supplies and **Designated Care Provision Area** (if applicable).

## COLLECT SAMPLE AND PROVIDE PATIENT GUIDANCE

- Healthcare worker (HCW) dons PPE following guidance from [BCCDC](#).
- Healthcare workers can judge their own safety in relation to their personal circumstances and the care activities that they are engaging in; staff may use additional PPE if they choose.<sup>3</sup>
- Have patient don a surgical/procedural mask and use hand sanitizer prior to entering the building, or in their car, as applicable.
- Verify patient identity.
- Escort patient to **Designated Care Provision Area** (if applicable) following **Designated Route of Movement**.
- Collect a Nasopharyngeal (NP) Swab<sup>4</sup> (preferred method in the outpatient setting) described in this [video by UBC and Providence Health Care](#) (9 min).
  - **Note:** effective [March 19, 2020](#) and pending competency, it is within LPN scope to perform Nasopharyngeal swabs.
- Provide the relevant patient handout(s) from BCCDC: [Self-Isolation after a COVID-19 Test](#) and review with the patient how to self isolate and how to receive lab results.
- If indoors, escort patient out of building per **Designated Route of Movement**.
- Have patient remove mask and throw it in the garbage at the exit of the building as they leave.
- Have patient use hand sanitizer.
- HCW doff PPE following guidance from [BCCDC](#).

<sup>1</sup> To trouble-shoot information gaps on requisitions, contact the ordering provider directly.

<sup>2</sup> If priority code is missing from the requisition, the sample will still be processed.

<sup>3</sup> [PPE Allocation Framework](#), p.16; NH Department Risk Assessment, p.11

<sup>4</sup> Throat swab is also acceptable – ensure to identify on specimen label.

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## DOCUMENT

- Complete requisition:
  - Enter in date and time swab collected.
  - Add “COVID-19” (in red) to ALL Lab Requisitions (alerts Lab staff to use additional PPE when handling samples) *or use stickers if available*
  - If there is a COVID code on the requisition, go over in red (HCW1, HCW2, LTC, OBK, HOS, CMM, CGT, TRE)
- Chart per usual EMR process
  - Add encounter reason (e.g. COVID test client)
  - Add progress note. Enter what was done during the visit.  
Example: “lab requisition received from XXXXXX (online clinic/Primary Care Provider) indicating COVID testing. Patient eligible due to XXXXX (e.g. health care work). COVID testing completed, patient hand out given. Pt aware how to get results”.

## PROCESS SPECIMEN

- Place the sample into the centre pocket of a biohazard bag (one per bag), following procedure outlined in NH’s [Packing Biological Substances Checklist](#). Place requisition into the outer pocket.
- Store samples in fridge/cooler (ice pack) (4°C) after collection.
- Follow local process to deliver specimens to the local lab as soon as possible (ASAP). Follow Transportation of Dangerous Goods (TDG) regulations.

## CLEAN

- If indoors, ensure all relevant staff are aware of room cleaning requirements prior to next patient use.
- Remove garbage bag once filled to outdoor collection bin.

## RESOURCES

**COMMUNICABLE DISEASE TEAM:** 1-855-565-2990 or [CentralCDHUB@northernhealth.ca](mailto:CentralCDHUB@northernhealth.ca) from 8:30 am to 4:30 pm Monday to Friday. After hours, NH MHO on-call 250-565-2000, press 7 for Switchboard Health

### NH COVID-19 ONLINE CLINIC AND INFORMATION LINE

- To help answer questions and concerns from Northern BC residents: **1-844-645-7811**
- To assess symptoms and refer to NH collection site for COVID-19 testing if needed

### PROVINCIAL WORKPLACE CENTRE

- If suspected Health Care Worker exposure: 1-866-922-9464

**INFECTION CONTROL PROFESSIONAL:** contact as needed

**BCCDC:** for additional information

**OurNH COVID-19 page:** Please contact Northern Health Communications Advisor, Bailee Denicola at [Bailee.Denicola@northernhealth.ca](mailto:Bailee.Denicola@northernhealth.ca) if you require signage, patient information handouts, or other resources found on OurNH.

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