

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 Virtual 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 NH Virtual 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 Personal Protective Equipment (PPE)
2. Have patient don medical mask and use hand sanitizer
3. Verify patient identity
4. Escort patient to **Designated Care Provision Area** (if applicable)
5. Collect sample [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. Document according to EMR standardized guidelines

Process Sample

1. Place sample in biohazard bag and store in fridge/cooler
2. Deliver sample to the lab

Clean

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

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

Contact Pam Mulroy

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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 details¹
 - **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 or wait for a call, etc.)
 - If saline gargle sample collection, ensure patient understands to fast for one hour prior and has reviewed the relevant video in advance (for [pediatric](#) or for [adult](#)).
- Create specimen labels following local process. All samples (cylindrical tube) must be affixed with a label which states: Patient last name, first name, PHN or DOB, specimen type or specimen source (e.g. NP swab), collection date and time, patient group code² in **RED** (HCW1, HCW2, LTC, OBK, HOS, CMM, CGT, TREPL, SCHOOL, FN-CMM)
- Prepare supplies and **Designated Care Provision Area** (if applicable).

COLLECT SAMPLE AND PROVIDE PATIENT GUIDANCE

- Healthcare worker (HCW) dons PPE following guidance from [BCCDC](#).
- Health care workers will perform a risk assessment at point of care; staff may require additional PPE.³
- Have patient don a medical 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 the most appropriate sample depending on site process, either Nasopharyngeal (NP) Swab ([video by UBC and Providence Health Care](#)) or [mouth rinse and gargle](#) (BCCDC).
 - **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.

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

² If patient group code is missing from the requisition, the sample will still be processed.

³ [COVID-19: Emergency Prioritization in a Pandemic PPE Allocation Framework](#), p.16

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- Have patient use hand sanitizer.
- HCW doff PPE following guidance from [BCCDC](#).

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 patient group code on the requisition, go over in red (HCW1, HCW2, LTC, OBK, HOS, CMM, CGT, TREPL, SCHOOL, FN-CMM)
- Document according to EMR **standardized guidelines**

PROCESS SPECIMEN

- Place the sample in biohazard bag (one per bag) and requisition into outer pocket. Package and transport following TDG Category B Guidelines.
- Store samples at 4°C after collection.
- Send to local laboratory for processing. Do not ship elsewhere otherwise sample cannot be tracked.

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 from 8:30 am to 4:30 pm Monday to Friday. After hours, NH Medical Health Officer on-call 250-565-2000, press 7 for Switchboard Health

NH VIRTUAL CLINIC

- 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: For signage, patient information handouts, or other resources

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