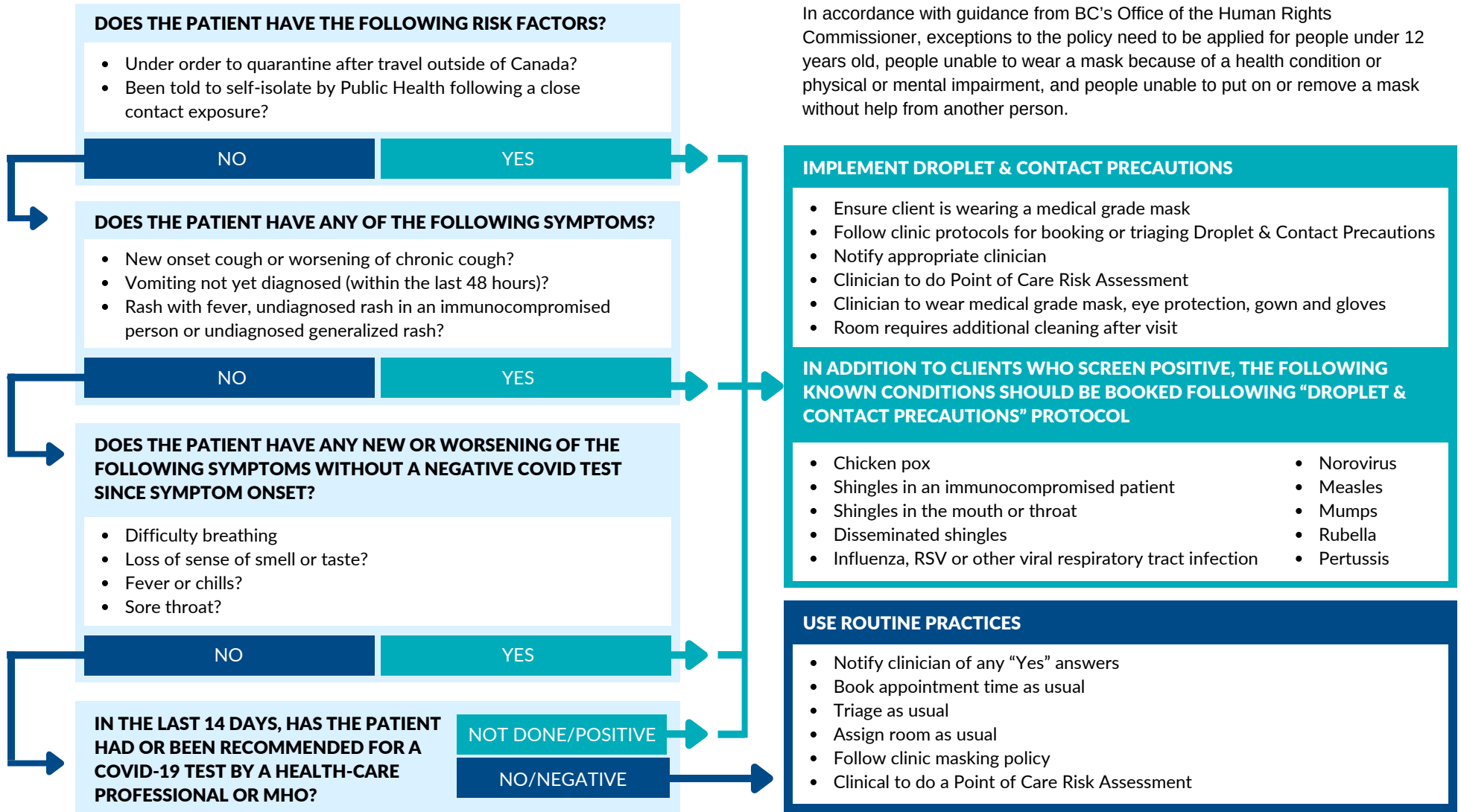




# UPCC & PRIMARY CARE HEALTH SCREENING OF PATIENTS

All patients may now be seen in person. Patients and visitors should clean hands and put on a medical grade mask before entering the clinic. All patients should be screened for symptoms upon arrival to the clinic.



In accordance with guidance from BC's Office of the Human Rights Commissioner, exceptions to the policy need to be applied for people under 12 years old, people unable to wear a mask because of a health condition or physical or mental impairment, and people unable to put on or remove a mask without help from another person.

# CLINIC PROTOCOL FOR DROPLET & CONTACT PRECAUTIONS

## Client arrives at the clinic

- Sees sign asking them to mask and perform hand hygiene
- Is shown or asked screening questions by ambassador/MOA/nurse.
- Tells staff member if they answer “yes” to any screening questions.
- Staff member to notify triage staff (if present) and direct client to designated waiting area.



## Client Triageed and/or Registered

- Triageed in order of arrival or per clinic protocol
- MOA or nurse reviews the screener questions.
- If client screens “positive” nurse or MOA asks any clarifying questions (e.g. rash).
- MOA registers client and communicates needed precautions to clinicians.
- Client returns to designated waiting area.



## Client is roomed

- Client called when their turn arrives
- Client is roomed according to clinic protocol
- Staff wear PPE for Droplet/Contact precautions while assessing client.



## Room is cleaned

- After client leaves room, room should be cleaned following the cleaning document guidance.

## SCENARIO A CLINIC WITH DESIGNATED DROPLET & CONTACT PRECAUTIONS ROOM

1. Ask client to clean hands and put on a clean medical grade mask (if not already done.)
2. If urgent care, prioritize client in triage process or ask them to return at designated time if it is a booked appointment.
3. Direct client to wait at designated outside entrance to Droplet/Contact Precautions room (or inside designated vestibule), if possible.
4. Prepare designated exam room by removing excess supplies and equipment.
5. Clinician to clean hands, apply new medical grade mask, eye protection, gown and gloves in anteroom/vestibule.
6. Clinician to let client into exam room via outside entrance.
7. If clinician requires supplies from cabinets, they should remove gloves and clean hands before retrieving supplies, then don a new pair of gloves before continuing with patient care.
8. If clinician requires extra supplies or equipment they should phone for another staff member to bring it to them OR clinician should remove PPE at the door (at least 6 feet away from client), clean hands and leave room to retrieve required supplies. New PPE must be put on before entering designated exam room again.
9. Client to leave room after exam via the outside entrance.
10. Clinician to dispose of all waste in garbage. Place any specimens in lab biohazard bags.
11. Clinician to remove all PPE at the door and clean hands. (Follow Island Health PPE doffing guidelines.)
12. Ensure biohazard bag containing specimens is wiped down with disinfectant wipe prior to removing from room.
13. Clean room according to Cleaning and Disinfection in Community Clinic Settings document section on cleaning after a client on Droplet & Contact precautions.

## SCENARIO B CLINIC WITHOUT A DESIGNATED DROPLET & CONTACT PRECAUTIONS ROOM

1. Ask client to clean hands and put on a clean medical grade mask (if not already done.)
2. If urgent care, prioritize client in triage process or ask them to return at designated time if it is a booked appointment.
3. Direct client to wait in designated waiting area, if possible.
4. Prepare designated exam room by removing excess supplies and equipment.
5. Move client into exam room as soon as possible.
6. Clinician to clean hands, apply new medical grade mask, eye protection, gown and gloves prior to entering exam room. (Follow Island Health PPE donning guidelines.)
7. If clinician requires supplies from cabinets, they should remove gloves and clean hands before retrieving supplies, then don a new pair of gloves before continuing with patient care.
8. If clinician requires extra supplies or equipment they should phone for another staff member to bring it to them OR clinician should remove PPE at the door (at least 6 feet away from client), clean hands and leave room to retrieve required supplies. New PPE must be put on before entering the exam room again.
9. Client to leave room after exam wearing a medical grade mask.
10. Clinician to dispose of all waste in garbage. Place any specimens in lab biohazard bags.
11. Clinician to remove all PPE at the door and clean hands. (Follow Island Health PPE doffing guidelines.)
12. Ensure biohazard bag containing specimens is wiped down with disinfectant wipe prior to removing from room.
13. Clean room according to Cleaning and Disinfection in Community Clinic Settings document section on cleaning after a client on Droplet Contact precautions.