Template: Community Clinic Coronavirus Intake Protocol

This guidance document will continue to be updated as the COVID-19 situation evolves. Visit www.coronavirusnetwork.org for the latest information, updates and resources.

Print and post a note at your check-in station:

“Please inform our staff if you are experiencing fever or cough and have been exposed to someone with known coronavirus or traveled outside the U.S in the past month.”

Translate the above printed sign to all relevant languages for your population.

If a patient presents with cough and fever, please ask the following questions:

1. Have you traveled outside of the U.S. or your home state in the past month?
   a. If “YES,” ask specifically where, and if they have traveled to any widespread areas including China, Iran, Italy, South Korea and Japan. The list of widespread areas will continue to evolve, check the CDC website for updates. If patient has been to a widespread area, follow the high-risk procedure below
   b. If “NO,” proceed to next question

2. Have you been in contact with someone who has been diagnosed with coronavirus?
   a. If “YES,” follow the high-risk procedure below
   b. If “NO,” follow all routine policies

High-risk procedure

1. If a patient answers “YES” to one of the above questions, have them immediately put on a mask.

2. Route the patient to the following location

   ___________________________________________. (identify a path and room that requires the least amount of exposure to other patients and staff in the clinic).

3. Close the door and immediately notify the provider. Wash your hands and then return to your work station.

4. Providers and any assistants, put on mask and gloves before entering the exam room.

5. Provider assess patient for accuracy of history, potential for coronavirus and acute respiratory distress.
6. If hospitalization is not immediately needed for acute respiratory distress, call:

(Your local or state health department about the possible case of COVID-19)

7. Remember to prioritize handwashing and minimize exposure before documentation or other actions.

Note: If health or low-risk patients ask for masks for protection, please inform them that masks are limited in their protection ability and we must conserve masks for patients with a high possibility of having the virus.

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