



## **TMH Patient- Visitor Screening Process**

Updated 5/14/2020

\* **Most** visitors are not being allowed into the hospital with a few exceptions outlined below.

Suggested greeting: “Hello, please understand that we are not allowing visitors in most instances at this time in order to protect our patients, employees, and the community. Why are you visiting the hospital today?”

Response to the above question	Screening Questions	Answers & What to Do	Next Steps, Documentation & Sticker
<b>Adult ED</b>  Visitors are not permitted unless needed to provide information to the care team. In this case, only 1 family member is permitted during the intake process and can remain for a maximum of 15 minutes.	Patients coming through the garage entrance should be directed to the triage tent if they answer yes to any of the following questions (if all are answered no they should proceed to the triage desk):  Do you have a fever, cold, cough, sore throat, or any other respiratory illness?  Do you have chills, headache, or muscle pain?  Do you have a loss of smell, reduced ability to smell or detect odors, or a reduced or distorted sense of taste?  Have you tested positive for COVID in the last 14 days?  Have you had contact in the last 14 days with a person who tested positive for the virus, is currently being tested, or has been placed on	Give the patient and visitor a mask and instruct them to press the rim of the mask with both index fingers firmly around their nose.	Instruct them to clean hands with alcohol-based hand rub.  Write Patients Name and date on <b>Blue Badge</b> and ask the patient to wear it.  Write Visitors Name and date on <b>Red Badge</b> and ask the visitor to wear it.  Fill out information on Patient/Visitor Log.




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	<p>home quarantine by the Department of Health?</p> <p><b>All patients and visitors should get masked.</b></p>		
<p><b>All inpatient adult units.</b></p> <p>No visitors are allowed UNLESS the patient is at the end of life.</p> <p>Designated visitors for end of life patients will be placed on the designated visitor list and can only be permitted if they pass the screening questions.</p> <p>Screeners will be given the designated visitor list or may call the command center at x3-7777 if any questions.</p> <p>Only 2 visitors are permitted <u>ONCE during the patient's entire hospital stay</u>, and the visit will be a maximum of 30 minutes. The designated visitors can visit together or individually.</p>	<p>Ask end of life designated visitors the following questions:</p> <p>Do you have a fever, cold, cough, sore throat, or any other respiratory illness?</p> <p>Do you have chills, headache, or muscle pain?</p> <p>Do you have a loss of smell, reduced ability to smell or detect odors, or a reduced or distorted sense of taste?</p> <p>Have you tested positive for COVID in the last 14 days?</p> <p>Have you had contact in the last 14 days with a person who tested positive for the virus, is currently being tested, or has been placed on home quarantine by the Department of Health?</p>	<p>If the visitor answers yes to any of the questions, they cannot be allowed to visit.</p> <p>If they answer no to all questions, they will be allowed to visit.</p> <p>For designated visitors here to see Covid positive/PUI patients at end of life, the screener is to call the Command Center who will then arrange for an escort to come greet designated visitor at screener station. The escort will take the designated visitor to the appropriate unit and help with donning PPE.</p> <p><b>DO NOT ALLOW VISITOR(S) OF COVID POSITIVE PATIENTS TO PROCEED TO THE UNIT.</b></p>	<p>Instruct them to clean hands with alcohol-based hand rub.</p> <p>Write Visitors Name and date on a <b>Red Badge</b> and ask them to wear it.</p> <p>Fill out information on Patient/Visitor Log.</p>



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<p><b>An adult patient arriving for testing (labs, Xrays, etc.), surgery, or any other type of outpatient or ambulatory visit.</b></p> <p>NO ONE CAN ACCOMPANY THE PATIENT (except for an official service animal or a legal guardian who has proof of guardianship for an incapacitated patient)</p> <p>If the patient is in a wheelchair or can't walk or be alone, then the screener can either:</p> <ul style="list-style-type: none"> <li>• Wheel the patient to the department if there is another screener at the table</li> <li>• Call 3-7111 for central transport assistance</li> <li>• Call the department the patient is going to and ask if they can send someone down to get the patient.</li> </ul> <p><b>** Patients requiring assistance must be transported in a wheelchair</b></p>	<p>No need to ask screening questions any longer, all patients and visitors (guardians) get masked.</p>	<p>Give the patient and visitor (guardian) a mask and instruct them to press the rim of the mask with both index fingers firmly around their nose.</p>	<p>Instruct to clean hands with alcohol-based hand rub.</p> <p>For patient, write date and name on <b>Blue Badge</b> and ask them to wear it.</p> <p>For guardian, write date and name on <b>Red Badge</b> and ask them to wear it.</p> <p>Fill out information on Patient/Visitor Log.</p> <p>Anyone with the patient or picking the patient up must wait in the car.</p> <p>People that are picking patients up after surgery will be called. The patient will be brought down by a staff member and can be picked up curbside.</p>



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<b>Medication pick up from Pharmacy</b>	I'm sorry, we are not allowing anyone to come into the hospital to pick up prescriptions from the Lifespan pharmacy. You may visit the pharmacy's NEW 180 Corliss St. Providence location M-F from 7:30am to 6pm OR you can use the free mail order option by calling 401-444-4909.	ONLY for urgent matters (out of meds), Lifespan Pharmacy at RIH (401-444-4909) and TMH (401-793-5500) will offer "curbside pickup."	
<b>Vendors</b>	Go to Reptrax Kiosk where they will attest.		A badge is printed if allowed to visit.
<b>Clergy</b>  <u>Not allowed entry.</u> Our own spiritual care department is available if needed for a patient.  <b>Exception:</b> Hope Hospice Clergy, who will be wearing a badge and will present specific patient information.			Instruct them to clean hands with alcohol-based hand rub.  Write Hope Hospice Clergy's Name and date on <b>Red Badge</b> and ask them to wear it.  Fill out information on Patient/Visitor Log.
<b>Other Notes:</b> <ul style="list-style-type: none"> <li><b>Please tell all patients and visitors to keep their mask on at all times.</b></li> <li></li> <li><b>Please call interpreter services at 401-444-8708 if someone arrives to provide sign language services for a deaf patient.</b></li> <li><b>If a patient comes in to the main lobby or other non-Emergency Department (ED) entrance and needs to go to the ED:</b> <ul style="list-style-type: none"> <li><b>If their ride is still here, they can be directed to get back in the car and drive over to the ED entrance</b></li> </ul> </li> </ul>			



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<ul style="list-style-type: none"><li><i>If their ride is gone, they can be masked and wheeled indoors to the ED by a screener or by central transport, x. Wearing gloves, the screener or transporter will wipe the wheelchair down with a PDI wipe and tag it clean after use</i></li><li><i>If the patient arrives and needs to go to the ED and says that they have tested positive for COVID, they can be masked and wheeled indoors to the ED by a screener or by central transport, x37111, and the screener or transporter must be wearing a mask with a face shield. Wearing gloves, the screener or transporter will wipe the wheelchair down with a PDI wipe and tag it clean after use</i></li><li><i>If a patient arrives and is doing poorly or collapses, then a Code should be called and the code team would respond.</i></li><li><i>Anytime a Lifespan wheelchair is used, it should be wiped down with a PDI wipe wearing gloves, and tagged clean after use.</i></li><li><i>Families are able to drop off personal belongings or food for patients but only at the main lobby. The family member must complete a sticker with the patient name, unit and room number, put the items in the bag, close the bag, and affix the sticker. The screener can bring it to the front desk who will call the unit for pick up.</i></li><li><i>If a delivery person arrives to either deliver take-out for a patient, or flowers for a patient, please call the unit for the UA to pick up.</i></li></ul> <p><i>New scenarios can occur and may not be included in this guide. Should a new scenario arise, please call the command center for direction at 401-793-7777.</i></p>			