



## RIH Patient-Visitor Screening Process – 5/6/20

\* **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?”

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<p><b>Adult ED</b></p> <p>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.</p>	<p>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):</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 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>Anyone entering through the main public entrance will have</p>	<p>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.</p>	<p>Instruct them to clean hands with alcohol-based hand rub.</p> <p>Write Patients Name and date on <b>Blue Badge</b> and ask the patient to wear it.</p> <p>Write Visitors Name and date on <b>Red Badge</b> and ask the visitor to wear it.</p> <p>Fill out information on Patient/Visitor Log.</p>



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	<p>already been triaged and sent to the tent when appropriate.</p> <p>Either way, all patients and visitors should get masked.</p>		
<p><b>Public ED Triage – Hasbro ED</b></p> <p>One caregiver (parent, guardian or medical decision maker) can accompany the patient and any other siblings that the parent brings with them.</p>	<p>No need to ask screening questions any longer, all patients and caregivers get masked. Patients will be screened at the triage desk.</p>	<p>Give the patient, caregiver, and siblings a mask and instruct them to press the rim of the mask with both index fingers firmly around their nose.</p>	<p>Instruct them to clean hands with alcohol-based hand rub.</p> <p>Write Patients Name and date on <b>Blue Badge</b> and ask the patient to wear it.</p> <p>Write Visitors Name and date on <b>Red Badge</b> and ask the visitors to wear it.</p> <p>Fill out information on Patient/Visitor Log.</p> <p>Sick siblings should be picked up by the other parent or family member whenever possible.</p>
<p><b>All inpatient adult units.</b></p> <p>No visitors are allowed UNLESS the patient is at the end of life and the patient is NOT COVID positive or on a warm unit with all COVID positive patients.</p> <p>Visitors of end of life patients will be placed on the visitor exception list on Sharepoint and can be permitted if they are on the list AND pass the screening questions.</p>	<p>Ask end of life 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 had contact in the last 14 days with a person</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, proceed to next steps.</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>Screeners will be given access to Sharepoint and if for some reason there is difficulty with access, call the command center to check the list at ext. 4-9041</p> <p>Only 2 visitors are permitted <u>ONCE during the patient's entire hospital stay</u>, and the visit will be 30 minutes. The visitors can visit together or individually.</p>	<p>who tested positive for the virus, is currently being tested, or has been placed on home quarantine by the Department of Health?</p>		
<p><b>Pediatric Inpatients</b></p> <p>Allowed 2 caregivers for the patient's entire hospitalization. Caregivers include parents, guardians, and/or other medical decision makers. Only 1 caregiver will be allowed in the room with the patient at a time and must remain in the room.</p> <p>Caregivers should be directed to go only to the child's room.</p>	<p>No need to ask screening questions any longer, all caregivers get masked.</p>	<p>Give the caregiver a mask and instruct them to press the rim of the mask with both index fingers firmly around their nose.</p>	<p>Instruct caregiver to clean hands with alcohol-based hand rub.</p> <p>Write Caregiver's Name and date on <b>Red Badge</b> and ask them to wear it.</p> <p>Fill out information on Patient/Visitor Log.</p>
<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</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>



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<p>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 4-4941 for central transport assistance</li> <li>• Call the dept. the patient is going to and ask if they can send someone down to get the patient.</li> </ul> <p>** Patients requiring assistance must be transported in a wheelchair</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>
<p><b><u>Pediatric Ambulatory Visit</u></b></p> <p>If ONE parent arrives with multiple children for an appointment, all are permitted to enter.</p> <p>Only one parent is allowed to enter.</p> <p>If 2 parents are present, then 1 parent goes to appointment and 1 parent stays with other children.</p>	<p>No need to ask screening questions any longer, all patients and visitors get masked.</p>	<p>Give the patient and visitor(s) a mask and instruct them to press the rim of the mask with both index fingers firmly around their nose.</p>	<p>Instruct them to clean their hands with alcohol-based hand rub.</p> <p>Patient's name and date on <b>Blue Badge</b> and ask patient to wear it</p> <p>Parent's Name and date on <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>The Tomorrow Fund Clinic (Pedi Hem. Onc.) has an exception list that includes visits where <u>both</u> parents are allowed in.</p> <ul style="list-style-type: none"> <li>• If two parents come in for a visit with their child and say they are on the exception list, call the command center at 4-9041 to confirm.</li> <li>• If the parents are not on that list and they insist they have been granted permission by the clinic to come in, call The Tomorrow Fund’s Front Desk at 444-7226 to confirm that information with their staff, or ask them to come to the screener table to assist.</li> </ul> <p>Tomorrow Fund (Pedi Hem. Onc.) staff will meet parents at screening desk in HCH Lower Lobby, verify they have no symptoms of fever, cold, cough, sore throat or any respiratory illness. They will mask parents and escort to clinic on 1<sup>st</sup> floor. If either parent has any symptoms mentioned above</p>			



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they will be restricted from entering.			
<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 Reprax 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.
<p><b>Other Notes:</b></p> <ul style="list-style-type: none"> <li><b><i>Please tell all patients and visitors to keep their mask on at all times.</i></b></li> <li><b><i>Warm units will change over time so are not included in this document. Patients who are allowed visitors due to end of life will have their visitors on the visitor exception list. Patients on warm units will not have visitors on the list. Same if the patient is COVID positive-they should not have visitors on the list.</i></b></li> </ul>			



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- ***If a patient comes in (usually via the APC entrance) and says they are here for an appointment in the Potter building, do not probe further for a specific location.***
- ***Please call interpreter services at 401-444-8708 if someone arrives to provide sign language services for a deaf patient.***
- ***If a patient comes in to the main lobby or other non-Emergency Department (ED) entrance and needs to go to the ED:***
  - ***If their ride is still here, they can be directed to get back in the car and drive over to the ED entrance***
  - ***If their ride is gone, they can be masked and wheeled indoors to the ED by a screener or by central transport. Wearing gloves, the screener or transporter will wipe the wheelchair down with a PDI wipe and tag it clean after use***
  - ***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 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***
  - ***If a patient arrives and is doing poorly or collapses (unlikely), then a Code should be called and the code team would respond.***
- ***Anytime a Lifespan wheelchair is used, it should be wiped down with a PDI wipe wearing gloves, and tagged clean after use.***
- ***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 the UA to pick up.***
- ***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.***

***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 4-9041.***