Personal Protective Equipment

ALL SCREENERS:

Level 1 procedure mask: Use one per person per day. The mask should be on continuously throughout shift with removal for breaks or lunch. Discard level 1 procedure mask if visibly soiled, wet, or damaged or at the end of your shift.

Eye Protection (goggles/face shield/eye shield—varies by site) these are reusable and should be cleaned with Clorox or PDI wipes in-between team member use. Use soap and water or alcohol swab to clear any foggy residue left behind on eye protection after cleaning.

ADDITIONAL PPE FOR SCREENERS TAKING TEMPERATURES

Non-sterile gloves: Gloves should only be changed if contaminated or exposed to mucus membranes. Hand hygiene between each patient in place of gloves is also acceptable. Gloves and/or increased hand hygiene are not required if using a thermometer type that does not touch the other person (ex: Medsource infrared thermometer).

Resources to Contact

<table>
<thead>
<tr>
<th>Screening Table Leader</th>
<th>Contact if you need help with nuanced cases that need leadership decisions or if you have questions/concerns during you screening shift</th>
<th>Write site process for contacting Table Leader here:</th>
</tr>
</thead>
<tbody>
<tr>
<td>Connect with Site Public Safety</td>
<td>Contact if you need assistance in enforcing the visitor exemption policy with an individual</td>
<td>Write site process for contacting Public Safety Here:</td>
</tr>
<tr>
<td>Contact Interpreter Services</td>
<td>Contact if you need Interpreter services to screen or talk to an individual about the visitor restrictions or screening protocol</td>
<td>Utilize iPad at screening desk, or if no iPad available utilize this site determined process:</td>
</tr>
<tr>
<td>Contact House Supervisor (for acute sites only)</td>
<td>Contact if you need a break or lunch covered.</td>
<td>Write site process for contacting house supervisor here:</td>
</tr>
<tr>
<td>Other Site Contacts:</td>
<td></td>
<td></td>
</tr>
</tbody>
</table>
Entry Point COVID-19 Screening Daily Checklist

Best practice recommendation for entry point site screening stations during covid-19 visitor restrictions:
To ensure the operational implementation of recent covid-19 visitor restrictions protocols, a practice of designated leadership support (director or above) and a periodic presence at site level entry points is being recommended. This recommendation is based on ensuring team members have appropriate understanding of most current covid-19 protocols as well as the latest tools and resources to execute protocols consistently. Identify and resolve site specific challenges and barriers that arise during screening shift.

Before starting new screener shift – Prepare
☐ Learn about screening process, updated materials and information by reviewing our COVID-19 Resource Center
☐ Talk with existing screeners to identify any new concerns/challenges from previous shift.
☐ Print any updated signage, screening logs or forms.

Social Distancing Practices – Create a conducive space
☐ Ensure visual cues are in place with appropriate distance in between markers: 6 feet apart
☐ Signage

Screening Resources
☐ Most current screening forms
☐ Scripting resources
☐ Language services iPad (where available)
☐ Thermometers
☐ Cleaning supplies for thermometer (based on thermometer type)
☐ Site approved Disinfectant wipes
☐ Leader/Department phone numbers for assistance during shift
☐ Color-coded entry pass and wristbands
☐ Phone
☐ Binder for record keeping
☐ Masks for visitors and patients
☐ Hospital visitor and vendor access policy
☐ Hospital Visitor Guidelines Grid

PPE for screeners
☐ Level 1 Mask with ear loops
☐ Eye protection (reuse with cleaning)
☐ Single use gloves (for temperature takers only based on thermometer type)
Temporal Artery Thermometer (Exergen)

**To Scan:** Depress the button. The instrument will continually scan for the highest temperature (peak) as long as the button is depressed.

**Beeping and LED flashing:** Beep and LED flashing indicate a rise to a higher temperature, similar to a radar detector. Slow beeping indicates that the instrument is still scanning, but not finding any higher temperatures.

**Retain Reading:** The reading will remain on the display for 30 seconds after the button is released.

**To Restart:** Depress the button to restart. It is not necessary to wait until the display is clear, the thermometer will immediately begin a new scan each time the button is depressed.

**TO TAKE A TEMPERATURE** ➡️ Scan this code to watch a video on how it’s done!

1. Ask individual to brush back/hold back hair that will cover the forehead and side of neck.
2. Place probe on center of forehead, press button & keep pressed until temp is complete.
3. Slide probe in a straight line across forehead to the hairline.
4. Lift the probe while still pressing scan button down and touch the soft depression behind the ear – “the Perfume” spot.
5. Remove from head, release the button and read the display for the temperature.

**TO CLEAN THERMOMETER**

**Between temperature taking of each person**

**IF USING PROBE COVER:**
Replace single-use probe cover each time

**IF NOT USING PROBE COVER:**
Turn the thermometer upside down and clean the lens with a cotton tipped stick applicator (Q-Tip) moistened in isopropyl alcohol over 70% or with an alcohol swab for a full 10 SECONDS. No time frame required for drying when using the 70% IPA alcohol: The purpose of using the alcohol is to remove visible soil and Alcohol IPA 70% has immediate kill properties. By holding upside-down you prevent excess moisture from entering the sensor area. It will not harm the sensor, but if it becomes too wet, you will be unable to take a temperature until it dries.

**Between screeners (not dependent on hours in shift)**
Wipe the body of the thermometer down with Hydrogen Peroxide or PDI Wipe, carefully not to touch the probe lens with the disinfectant. Allow dry time listed on the label of the wipe type that is used before using equipment.

**Getting a suspiciously low or high temperature?**

- Make sure the lens has been cleaned with alcohol, you can wipe with damp cloth to remove any residue buildup
- If you are asking people to remove their glasses, your technique is not correct – see instructions
- You may be scanning too quickly. Slow your scan and ensure the button is pressed for the full scan
- Contact site leadership if you suspect the thermometer has lost its calibration and needs recalibration.

**If you suspect that the temperature you took is too low, use your site resources to validate a correct temperature. Do not allow a visitor or employee to “pass through” without verification. For patients, error on side of caution and mask and isolate patient. **
Tympanic Thermometer (Welch- Allyn)

C/F Button: Press and release the C/F (Celsius/Fahrenheit) button to toggle between Celsius and Fahrenheit

Memory Button: Press the memory button to reveal the last completed temperature.

Measure Button: Press this button to start taking the temperature

Position Error: POS will flash on the screen if the thermometer was unstable during measurement or the patient was moving.

TO TAKE A TEMPERATURE

1. Remove thermometer from cradle by gripping thermometer at base and pivoting up. Thermometer will turn on automatically.
2. Attach new probe cover by pushing probe tip straight into box then pulling thermometer out.
3. Wait for the “ready” indication: Ring around the measure button will turn green and thermometer will beep once. Three lines will show up on LCD display.
4. Place probe snugly in the ear canal and direct toward the opposite temple.
5. Press and release the measure button. The thermometer will beep once and the dashes on the display will flash.
6. A long beep and a steady green light will signal the end of the measuring process. The temp will show on the display.
7. Remove used probe cover by pressing probe cover ejector button.

TO CLEAN THERMOMETER

Between temperature taking of each person
Replace single-use probe cover every time

Between screeners (not dependent on hours in shift)
Clean the lens window and Probe tip with 70% isopropyl alcohol only
Clean the thermometer body with 70% isopropyl alcohol or ethyl alcohol or hydrogen peroxide solution
Clean contacts at base of thermometer with qtip soaked in 70% isopropyl alcohol only. Allow for 5 minutes of dry time when cleaning entire thermometer. Do not dock thermometer until dry time is complete

Getting a suspiciously low or high temperature?

➢ Check probe cover and thermometer tip for obstructions
➢ Make sure the lens has been cleaned with alcohol, you can wipe with damp cloth to remove any residue buildup
➢ Screener taking repeated temperature on same person: If non-emergent visit, wait 2 minutes before retake.
➢ Person has recently been exposed to extreme temperature: If non-emergent visit, wait 10 minutes and retake
➢ Contact site leadership if you suspect the thermometer has lost its calibration and needs recalibration.

** If you suspect that the temperature you took is too low, use your site resources to validate a correct temperature. Do not allow a visitor or employee to “pass through” without verification. For patients, error on side of caution and mask and isolate patient. **
Infrared Thermometer (Medsourse)

**On/Scan button:** Press and release to turn on or scan

**Memo Button:** Press the memo button to reveal the last completed temperature.

**Mode Button:** Change between Body, Ambient and Object reading modes. Should be set on Body

**Screen:** Screen will light up with a color to indicate Normal, Medium or High temperature. Make sure to read actual temperature and compare it with screening algorithms. Do not go on color alone.

**TO TAKE A TEMPERATURE**

1. Turn on thermometer by pressing the On/Screen button. The thermometer will perform a self-test with all segments displayed for 2 seconds.
2. Ask person to remove any hats or hold back hair so that you have direct access to their forehead.
3. Align the thermometer with the middle of the forehead. Aim for between the eyebrows. Thermometer should be closer than 2 inches to person without physical touching the skin.
4. Press the on/scan button, temperature will display immediately.
5. Wait at least 5 seconds between each temperature taking to ensure accuracy

**TO CLEAN THERMOMETER**

**Between temperature taking of each person**
No cleaning is necessary as the equipment should not touch the person

**Between screeners (not dependent on hours in shift)**
This thermometer may be cleaned with any wipe (peroxide, bleach, PDI, used at the site. It should not be soaked or submerged. Allow for contact time and dry time as listed on the cleaning product

**Getting a suspiciously low or high temperature?**

- Try taking the temperature behind the ear in the “perfume spot”.
- Ensure that the mode is set to “Body”
- Are you taking temperatures too fast? Wait at least 5 seconds between each temperature reading
- Are you too far away? Optimal distance is 1 cm away without touching the skin
- Does the screen flicker and turn off? Replace battery
- Wait at least 30 minutes before use if thermometer has come from a different area with a lower or higher temperature.
- Contact site leadership if you suspect the thermometer has lost its calibration and needs recalibration

**If you suspect that the temperature you took is too low, use your site resources to validate a correct temperature. Do not allow a visitor or employee to “pass through” without verification. For patients, error on side of caution and mask and isolate patient.**
EMLOYEE Screening Algorithm

This screening is for individuals anyone employed or working for Advocate Aurora Health Care. All team members must be screened once per day at start of shift.

**Take the Team Member's temperature.**
Is the temperature at or over 100.0F (37.8 C)?

**Yes, temp is at or over 100.0F**

- Screening failed
  - Inform Team Member of elevated Temperature

  Supply Employee with COVID-19 Employee Directions
  Found on COVID 19 INFO Site

  Advise Employee to return to home and follow employee directions sheet for next steps

  **Document in Employee Log Sheet**

**No, temp is under 100.0F**

- Screening Passed
  - Allow Entrance
    - Team members are not issued a pass or band unless visiting multiple sites in one day

Log sheets must be sent to Employee Health.
Site to determine timing on when to send log sheets
Illinois scan the document to: amg-employeehealth@advocatehealth.com
Wisconsin scan the document to: employeeHealthInfluenzaDocuments@aurora.org
COVID-19 SCREENER GUIDE

PATIENT Screening Algorithm

This screening is for individuals coming to gain care at any of our facilities. If they have a companion with them, use the visitor algorithm for those individuals.

Inform the patient: “To keep our patients and team members safe, we are screening everyone that enters our facilities. We ask that anyone that is not essential to your appointment wait off site if possible.”

- Do you or any of your household members have any of the following symptoms:
  - Temperature: fever ≥ 100.0°F or ≥37.8°C?
  - Respiratory Symptoms: New or worsening cough, shortness of breath, difficulty breathing or sore throat
  - GI Symptoms: New onset nausea, vomiting, or diarrhea
  - Misc.: New onset chills, congestion, runny nose, muscle or body aches, headache, fatigue, or loss of taste or smell
- Have you or a household member been tested for COVID-19 and are awaiting test results?
- Have you or a household member had an exposure in the past 14 days to someone that has tested positive for COVID-19?
- Have you or a household member tested positive for COVID 19 within the last 10 days?

Patient answers YES to any question

Patient answers NO to all questions

Take the Patient’s temperature. Is the temperature at or over 100.0°F?

- Yes, temp is at or over 100.0°F
  - Mask: Tell patient why they failed the screening and give them a mask per PPE resource guide
  - Contact: Call receiving department to tell them that the patient has failed the screening
  - Pass: Write Failed Screening on Daily Approved pass and give to patient. If patient is not able to wear a mask – write “unable to mask” on the pass
  - Next steps: Tell patient to go directly to appointment location and when they get there to tell the department about the failed screening AND/OR follow site specific direction on process for failed screening patients

- No, temp is under 100.0°F
  - Mask: Give Patient mask per PPE resource guide
  - Pass: Give Patient the Approved Pass. If patient is not able to wear a mask – write “unable to mask” on the pass

For ED: Do not turn any person away, including pregnant women, from seeking care in the emergency department. Contact ED directly for direction on any unique situations regarding ED Patients/Visitors
COVID-19 SCREENER GUIDE

NO VISITOR Screening Algorithm

This screening is for individuals who are neither seeking treatment as a patient or employed by Advocate Aurora Health. Every visitor must be screened at least once per day.

Inform the visitor: “To keep our patients and team members safe, no visitors, with few exceptions, will be allowed until further notice. Does your visit fall into one of these situations?”

Show them the no visitor policy signage which lists exceptions

Not on signage but are also be approved as exception to no visitor policy: Essential Vendors/Delivery Retail Pharmacy Customer

<table>
<thead>
<tr>
<th>NO, none of these situations apply</th>
<th>YES, one of the situations apply</th>
</tr>
</thead>
<tbody>
<tr>
<td><img src="https://via.placeholder.com/150" alt="Diagram of screening algorithm" /></td>
<td><img src="https://via.placeholder.com/150" alt="Diagram of screening algorithm" /></td>
</tr>
</tbody>
</table>

Visitor is here to see inpatient. Call nurse
“I have a visitor that is requesting to visit (patient name) They are stating that the patient meets criteria for visiting due to...Can you confirm that? Is the patient allowed visitors at this time?”

Visitor not here to see inpatient
Proceed to temperature

Take the visitor’s temperature. Is the temperature at or over 100.0°F?

NO, temp is under 100.0°F

Mask: If visitor does not have their own mask, provide them with a mask per PPE resource guide. Visitors unable to mask may not enter but can utilize our virtual visit program. Family guide to virtual visits

Give the pass:
Inpatient Visitors/Vendors: Visitor Band
All other Visitors/Vendors: Approved Pass

Allow Visitor to enter

Visitor Restriction Applies
Tell Visitor that they may not enter

If visitor is accompanying a patient and the patient is unable to proceed without the visitor, call the receiving department for directions

For ED: Do not turn any person away, including pregnant women, from seeking care in the emergency department. Contact ED directly for direction on any unique situations regarding ED Patients/Visitors
Limited Visitor Screening Algorithm

This screening is for individuals who are neither seeking treatment as a patient or employed by Advocate Aurora Health. Every visitor must be screened at least once per day.

Inform the visitor: “To keep our patients and team members safe, no visitors, with few exceptions, will be allowed until further notice. Does your visit fall into one of these situations?”

Show them the no visitor policy signage which lists exceptions

Not on signage but are also be approved as exception to no visitor policy: Essential Vendors/Delivery Retail Pharmacy Customer

---

**NO, none of these situations apply**

- Do you or any of your household members have any of the following symptoms:
  - Temperature: fever ≥ 100.0°F or ≥37.8°C?
  - Respiratory Symptoms: New or worsening cough, shortness of breath, difficulty breathing or sore throat
  - GI Symptoms: New onset nausea, vomiting, or diarrhea
  - Misc.: New onset chills, congestion, runny nose, muscle or body aches, headache, fatigue, or loss of taste or smell

- Have you or a household member been tested for COVID-19 and are awaiting test results?
- Have you or a household member had an exposure in the past 14 days to someone that has tested positive for COVID-19?
- Have you or a household member tested positive for COVID-19 within the last 10 days?

---

**YES, one of the situations apply**

Visitor answers YES to any question about HOUSEHOLD MEMBER

- Is that household member the person you are visiting?

---

**NO to all questions**

Take the visitor’s temperature.
Is the temperature at or over 100.0°F?

---

**YES**

- YES, temp is at or over 100.0°F

Visitor Restriction Applies
Tell Visitor that they may not enter

- If visitor is accompanying a patient and the patient is unable to proceed without the visitor, call the receiving department for directions

---

**NO, temp is under 100.0°F**

Visitor Restriction Applies
Tell Visitor that they may not enter

- Give Visitor a Level 1 procedure mask to leave the building

---

**ASK**

Visitor answers YES to any question about SELF

- NO

---

**DO**

Tell visitor that their temperature is elevated.
Give them Hotline Card and Level 1 procedure mask to leave the building

---

Mask: If Visitor does not have their own mask, provide them with a mask per PPE resource guide. Visitors unable to mask may not enter but can utilize our virtual visit program. [Family guide to virtual visits](#)

Give the pass:
Inpatient Visitors/Vendors: Visitor Band
All other Visitors/Vendors: Approved Pass

Allow Visitor to enter

---

For ED: Do not turn any person away, including pregnant women, from seeking care in the emergency department. Contact ED directly for direction on any unique situations regarding ED Patients/Visitors

---

Created by COVID-19 Patient Access/Entry Team

Updated 11.20.2020
# COVID-19 Screener Guide

## Passes, Bands, and Cards

<table>
<thead>
<tr>
<th>Visitor/Delivery /Vendor</th>
<th>Patient</th>
<th>Employee/Physician</th>
</tr>
</thead>
<tbody>
<tr>
<td>Practice social distancing?</td>
<td>Yes</td>
<td>Yes</td>
</tr>
<tr>
<td>Validate eligibility to enter?</td>
<td>Yes</td>
<td>NO</td>
</tr>
<tr>
<td>Ask health screening questions?</td>
<td>Yes</td>
<td>Yes</td>
</tr>
<tr>
<td>Take temperature?</td>
<td>Yes, if they pass screening questions</td>
<td>Yes, if they pass screening questions</td>
</tr>
</tbody>
</table>

### Failed Screening

Deny entrance

Use [Scripting Resources](#)

If temperature is found to be elevated – give them the Hotline Card

![Hotline Card Image](#)

If patient is unable to wear mask (see exceptions on page 10). Write “Unable to mask”

### Passed Screening

Allow entrance

Give patient Approved Pass. Write “Passed Screening” on the pass

![Approved Pass Image](#)

If patient is unable to wear mask (see exceptions on page 10). Write “Unable to mask”

For Clinic/Ambulatory Settings: Your pass indicators are determined at the clinic level and may appear different then what is listed above.

### Bands/Card Colors for each day of the week

- **Monday:** Aqua
- **Tuesday:** Orange
- **Wednesday:** Lime
- **Thursday:** Gray
- **Friday:** BLACK
- **Saturday:** Teal
- **Sunday:** Goldenrod

Approved Cards are located on AAH Print Design Site and can be ordered directly

Created by COVID-19 Patient Access/Entry Team

Updated 11.20.2020
Managing Lines and Queues

As we establish checkpoints for visitors, patients, and staff we are creating more places where there are bottle necks and lines may form. People maintain 6-foot social distancing spacing when offered visual cues to do so. Options include:

- **Stickers or taping on the floor**
  - Easily applied on tile and concrete surfaces.
  - Options for use carpets can be found.
  - Consider how cleaning supplies and methods will affect the material used.
  - Always involve your facilities manager before choosing or applying any product.

- **Safety cones**
  - Quickly deployed when needed to add spacing in line.
  - May add a tripping hazard. Taller cones will reduce this risk

No matter which type you choose, if creating two lines, remember that the 6’ interval is across the line as well as within the line.

Universal Masking

See Universal Masking FAQ’s and Visitor and Vendor Access Policy on Covid19 info site

Universal masking requires everyone entering AAH facilities to wear a mask, unless unable to safely do so. Universal masking across all AAH facilities is in accordance with CDC recommendations, IP/ID guidelines and aligns with our commitment to safety and our Safe Care Promise. Patients and visitors unwilling to wear a mask will not be permitted to enter. The screening station will contact receiving department to inform them of patient refusal.

a. Receiving department will cancel appointment and determine next steps for patient including notification of physician as appropriate for additional clinical follow-up.

b. ED patients that refuse to wear a mask will be evaluated by ED clinical team and triaged/treated in accordance with clinical protocols, guidelines and EMTALA.

<table>
<thead>
<tr>
<th>Group/Mask Type</th>
<th>Patients</th>
<th>Visitors/Guests/Vendors</th>
<th>Homemade or Cloth Masks:</th>
<th>Exceptions to Masking</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Patients</strong></td>
<td>Level 1 mask if patient does not bring their own mask. Patient may wear own appropriate mask (cloth or procedure) regardless of screening results.</td>
<td>Failed Screen or Fever: Not allowed on site; given Level 1 procedure mask for leaving the building</td>
<td>Approved homemade/cloth masks can be given to patients/visitors/team members for use outside of our facilities. Patients and visitors that pass screening may wear cloth masks into the facility if they brought them from home.</td>
<td>Exceptions will be made when the risk outweighs benefits and patient would experience harm if required to wear a mask. Virtual visit to be used when visitors are unable to mask for in-person visitation.</td>
</tr>
<tr>
<td><strong>Visitors/Guests/Vendors</strong></td>
<td>Passed Screen and No fever: Level 1 mask if they do not already have their own appropriate mask</td>
<td></td>
<td></td>
<td>• Health or behavioral health concerns like Sensory disorders, Communication barriers, Autism spectrum disorder, or Anxiety disorders</td>
</tr>
</tbody>
</table>

**Homemade or Cloth Masks:**

Approved homemade/cloth masks can be given to patients/visitors/team members for use outside of our facilities. Patients and visitors that pass screening may wear cloth masks into the facility if they brought them from home.

**Exceptions to Masking**

Exceptions will be made when the risk outweighs benefits and patient would experience harm if required to wear a mask. Virtual visit to be used when visitors are unable to mask for in-person visitation.

- Health or behavioral health concerns like Sensory disorders, Communication barriers, Autism spectrum disorder, or Anxiety disorders
- Safety = CDC recommends that Cloth face coverings should not be placed on young children under age 2, anyone who has trouble breathing, or anyone who is unconscious, incapacitated or otherwise unable to remove the mask without assistance.

Remind visitors and patients to keep mask on for entire visit

Masking at all times flyer
Documenting COVID-19 related patient complaints/concerns

Capturing patient specific COVID-19 feedback will play a key role in ensuring specific patient/consumer escalations are addressed appropriately and data is used for proactive messaging and trending insights. Please capture all patient specific COVID-19 feedback in Midas utilizing the new “COVID-19 Related” field.

For WI Team Members

<table>
<thead>
<tr>
<th>If not on Advocate or Aurora Network, login to VPN: <a href="https://caregiverconnect.aurora.org">https://caregiverconnect.aurora.org</a></th>
</tr>
</thead>
<tbody>
<tr>
<td>You will need to have access to DUO and get a notification to verify</td>
</tr>
<tr>
<td>Once access is granted click on Caregiver Connect</td>
</tr>
<tr>
<td>Once logged in, go to your quick links</td>
</tr>
<tr>
<td>Scroll through your options until you see the Incident, patient safety &amp; Complaint Entry (MIDAS)</td>
</tr>
<tr>
<td>Click on “report a safety event” to access event reporting menu</td>
</tr>
<tr>
<td>Click on “patient complaints, compliments, and grievances”</td>
</tr>
<tr>
<td>Enter facility for event from dropdown menu, patient name look-up, event date</td>
</tr>
<tr>
<td>Complete Complaint/Compliment form with appropriate patient information</td>
</tr>
<tr>
<td>Click yes for COVID-19 related</td>
</tr>
<tr>
<td>Submit form</td>
</tr>
<tr>
<td>For real-time intervention required from site-email site contact event details and include Midas event number</td>
</tr>
</tbody>
</table>
Documenting COVID-19 related patient complaints/concerns

Capturing patient specific COVID-19 feedback will play a key role in ensuring specific patient/consumer escalations are addressed appropriately and data is used for proactive messaging and trending insights. Please capture all patient specific COVID-19 feedback in Midas utilizing the new “COVID-19 Related” field.

For IL Team Members

If not on Advocate or Aurora Network, login to VPN: [https://ahcws.advocatehealth.com/vpn/index.html](https://ahcws.advocatehealth.com/vpn/index.html)

You will need to have access to DUO and get a notification to verify

<table>
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<th>If not on Advocate or Aurora Network, login to VPN: <a href="https://ahcws.advocatehealth.com/vpn/index.html">https://ahcws.advocatehealth.com/vpn/index.html</a></th>
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Once access is granted click on Advocate online

Click on “report a safety event” to access event reporting menu

Click on “patient complaints, compliments, and grievances”

Enter facility for event from dropdown menu, patient name look-up, event date

Complete Complaint/Compliment form with appropriate patient information

Click yes for COVID-19 related

Submit form

For real-time intervention required from site-email site contact event details and include Midas event number

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</tr>
</tbody>
</table>
**Frequently Asked Questions**

**What kind of Thermometers should be used?**

“No touch” infrared thermometers or infrared temporal thermometers. Tympanic thermometers may be used in some areas. No oral thermometers should be used. If infrared thermometers are needed, please email Aah-covidppehotline@ah.org

**Who can be in the waiting room?**

No one can wait in the waiting room except for Emergency Department (ED) patients and ED visitors. If a procedural patient is early for their appointment, example: arrive at 2:15pm for a 3:00pm appointment they should wait outside of the facility until it is closer to their scheduled appointment time.

**What about people that are not employees, visitors or patients?**

- Van drivers (Life Star) do not enter the building to pick up patients. Patients are to be delivered to the van. Notify the patient unit when the driver presents.
- Reps need to sign into RepTrax and be screened. Reps only involved in OR cases will be permitted in the building
- Flower and balloon deliveries are not essential and therefore are no longer accepted into the hospital.
- Takeout food delivery must be picked up outside, food delivery personnel for takeout are not allowed entrance

**What’s different about Team Member Screening?**

All screens occur at the start of team member’s shift at designated team member entry points. Team members are not required to be screened if they leave and return to the building. Only take the temperature of the team member.

**Why was this policy enacted and how long will it last?**

Advocate Aurora has implemented these measures to protect patients and team members from contracting and spreading viruses. Advocate Aurora’s infection prevention team will closely monitor incidences of viral infections and assess the risk of transmission. This policy is in effect until further notice.

**What if a patient, visitor or vendor wants to enter the facilities with gloves on?**

Evidence shows that ungloved hands with increased hand hygiene is the best way to prevent transmission. When wearing gloves for extended times you may still touch contaminated surfaces and spread that on your clothing, phone, and other items you touch regularly. However, extended wear of gloves may provide a visitor/patient with a sense of security and control. Therefore, if a visitor/patient is wearing gloves when presenting to the screener station and would like to continue to wear their gloves into the site, this will be allowed. AAH will not provide gloves for patients/visitors, but instead encourages increased hand hygiene.

**What do I do if someone is refusing to wear a mask?**

People unwilling to wear a mask will not be permitted to enter. Screening stations should contact the receiving department to inform them of patient refusal. The receiving department will cancel the appointment and determine next steps for the patient, including notification of the physician as appropriate for additional clinical follow-up. The major exception to this is Emergency Department – see next question.

**Does universal masking apply to the Emergency Department?**

Yes, universal masking applies to the Emergency Department (ED). However, ED patients who refuse to wear a mask will be evaluated by the ED clinical team and triaged/treated in accordance with clinical protocols, guidelines and EMTALA. Do not turn any person away, including pregnant women, from seeking care in the Emergency Department.

**Do we still need to log visitors and patients?**

No, you no longer will need to document the screenings for visitors or patients. We will continue to log failed screenings for employees.