Physician Recovery Playbook

A Guide to Support Your Offices

December 21, 2020

Version 8

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Healthcare that Cares

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we are
strong

A Message on Behalf of the Recovery Task Force

To Our Valued Physician Partners:

The COVID-19 global pandemic has caused a severe disruption of normal health services provided by Baptist Health and other providers across the country. As we now begin to look past the peak of the pandemic, we have begun resuming elective procedures and other important healthcare services.

We are here for you as you reopen and ramp up your own practice. The Baptist Health Recovery Task Force has developed this Physician Recovery Playbook to provide support to our physician partners and office teams as we implement the first phase of COVID-19 recovery. This practical guide contains critical information, protocols and resources that have been developed across Baptist Health to help you with your practice operations.

Throughout this process, **the health and safety of our patients, physicians and staff remain our number-one priority**. Our recovery plans are conditioned around being in full compliance with all laws, regulations and executive orders and having our staff and facilities fully prepared from a safety perspective. You and your team can return to our facilities with confidence.

Our recovery task force is led by Nancy Batista-Rodriguez, chief executive officer of Baptist Outpatient Services, and Jonathan Fialkow, M.D., Baptist Health South Florida's chief population health officer. The recovery plan draws on information from the Centers for Disease Control and Prevention, the World Health Organization, the American Hospital Association, the Florida Governor's Office and the White House's Opening Up America Again guidelines. Note: Recommendations might vary or require additional detail depending on the needs of your practice or the Baptist Health facility where you perform procedures.

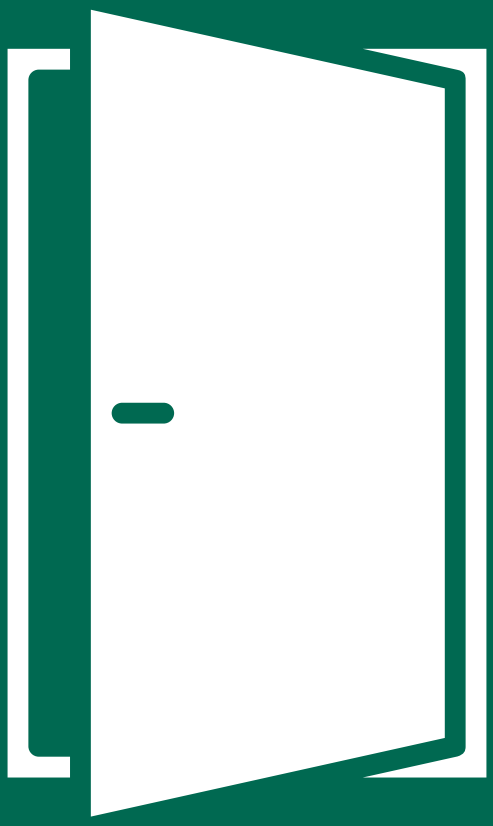
The Physician Recovery Playbook will be updated periodically to reflect the most current guidelines from the CDC and other bodies. You can access the entire contents 24/7 from your desktop computer or mobile device. Please bookmark this address: **https://GOEBCC.BaptistHealth.net/Documents/html/COVID_19_RTF.htm**

Our physician development team is standing by to answer your questions. Please send an email to **PhysicianConnect@BaptistHealth.net** or call your physician liaison.

On behalf of Baptist Health South Florida, I would like to express our gratitude for the many ways you serve the community every day. Please let us know how we can assist you further as we continue to move forward together.

Bo Boulenger

Executive Vice President
and Chief Operating Officer
Baptist Health South Florida



Opening Up America Again

Opening Up America Again

On April 16, the White House announced a series of federal guidelines for **Opening Up America Again**. The guidelines assist states through the process of getting their institutions and economies back up and running, with the approval of governors.

Opening Up America Again recommends an approach of easing restrictions in three phases, based on the advice of public health experts. States must meet certain requirements, or "gating criteria," before advancing to each phase.

Proposed State or Regional Gating Criteria

Satisfy Before Proceeding to Phased Opening.

SYMPTOMS	CASES	HOSPITALS
Downward trajectory of influenza-like illnesses (ILI) reported within a 14-day period.	Downward trajectory of documented cases within a 14-day period.	Treat all patients without crisis care.
AND	**OR**	**AND**
Downward trajectory of COVID-19-like syndromic cases reported within a 14-day period.	Downward trajectory of positive tests as a percent of total tests within a 14-day period (flat or increasing volume of tests).	Robust testing program in place for at-risk healthcare workers, including emerging antibody testing.

Certain basic guidelines apply to all three phases of the program and should be considered standard practice at all times. Restrictions are gradually eased as states or regions progress through the three phases.

Guidelines for All Phases

INDIVIDUALS	EMPLOYERS
Continue to practice good hygiene. People who feel sick should stay home.	Develop and implement appropriate policies, in accordance with federal, state and local regulations and guidance, and informed by industry best practices. Monitor workforce for indicative symptoms. Do not allow symptomatic people to physically return to work until cleared by a medical provider. Develop and implement policies and procedures for workforce contact tracing following employee COVID-19+ test.

Opening Up America Again

Phase One Guidelines

For states and regions that satisfy the Gating Criteria.

INDIVIDUALS	EMPLOYERS
All vulnerable individuals* should continue to shelter in place. All individuals, when in public, should maximize physical distance from others. Avoid socializing in groups of more than 10 people in circumstances that do not allow for distancing. Minimize non-essential travel.	Continue to encourage telework, when feasible. If possible, return to work in phases. Close common areas where personnel are likely to congregate and interact. Enforce strict social distancing protocols. Minimize non-essential travel. Strongly consider special accommodations for personnel who are members of a vulnerable population. **Healthcare facilities:** Visitors should be prohibited. Elective surgeries can resume, as clinically appropriate, on an outpatient basis at facilities that adhere to CMS guidelines.

Phase Two Guidelines

For states and regions with no evidence of a rebound and that satisfy the Gating Criteria a second time.

INDIVIDUALS	EMPLOYERS
All vulnerable individuals* should continue to shelter in place. All individuals, when in public, should maximize physical distance from others. Avoid socializing in groups of more than 50 people in circumstances that do not allow for distancing. Non-essential travel can resume.	Continue to encourage telework, when feasible. Close common areas where personnel are likely to congregate and interact. Enforce moderate social distancing protocols. Non-essential travel can resume. Strongly consider special accommodations for personnel who are members of a vulnerable population. **Healthcare facilities***:* Visitors should be prohibited. Those who do interact with residents and patients must adhere to strict protocols regarding hygiene. Elective surgeries can resume, as clinically appropriate, on an outpatient and in-patient basis at facilities that adhere to CMS guidelines.

Phase Three Guidelines

For states and regions with no evidence of a rebound and that satisfy the Gating Criteria a third time.

INDIVIDUALS	EMPLOYERS
Vulnerable individuals* can resume public interactions, but should practice physical distancing, minimizing exposure to social settings where distancing may not be practical. Low-risk populations should consider minimizing time spent in crowded environments.	Resume unrestricted staffing of worksites. **Healthcare facilities:** Visits to senior care facilities and hospitals can resume. Those who interact with residents and patients must be diligent regarding hygiene.

** Vulnerable individuals:*

1. *Elderly individuals.*
2. *Individuals with serious underlying health conditions, including high blood pressure, chronic lung disease, diabetes, obesity, asthma, and those whose immune system is compromised such as by chemotherapy for cancer and other conditions requiring such therapy.*

Employee Health and Safety

Employee Health and Safety

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Meetings and Events

Organizers of meetings and events should think about the potential risk from people attending in person. Individuals may unwittingly bring the COVID-19 virus to the meetings, and others might be unknowingly exposed. Consider the following guidelines when hosting meetings:

- Use videoconferencing or teleconferencing, when possible, for work-related meetings and gatherings.
- When videoconferencing or teleconferencing is not possible, hold meetings in open, well-ventilated spaces and follow social distancing guidelines by spacing individuals six feet apart.
- Cancel, adjust or postpone large work-related meetings or gatherings that can only occur in person.

If a meeting is in person, consider the following:

- All meeting attendees must follow social distancing requirements and wear face masks.
- Meetings should be no more than 10 individuals, unless the meeting location is able to safely accommodate larger groups while following social distancing requirements.
- Pre-order sufficient supplies and materials, including tissues and hand sanitizer, for all participants.
- Have surgical masks available for participants to use.
- Advise participants in advance that if they have any symptoms or feel sick, they should not attend.
- Try to avoid telephone use in conference rooms.
- Implement protocols for sanitizing meeting spaces between uses throughout the workday and post documentation of the last time the meeting spaces were cleaned.
- Make sure the cleaning procedure includes cleaning frequently touched surfaces like light switches and doorknobs. Conference room telephones must be disinfected as well.

Social Distancing Guidelines

Social distancing is a highly effective mechanism that relies on simple distance to prevent infection. The practice of social distancing should be observed in cafeterias and cafés, common areas, entrance/exit areas of work locations and offices. To practice social distancing, follow these guidelines:

- Stay six feet away from others.
- Eliminate personal contact, such as handshakes or embracing coworkers, visitors or friends.
- Avoid touching surfaces touched by others, to the extent feasible.
- Avoid anyone who is coughing, sneezing or appears to be sick.
- Stagger lunch start and end times to limit the number of people within the lunch area at a given time.
- Avoid non-essential gatherings.

Workspaces

Leaders should analyze personal physical spaces by focusing on three key factors: distancing, safety and the ability to perform the work. Individual office and workspace layout may require modification.

- Conduct a detailed evaluation of the physical workspace layout with senior leaders and define ways to distribute the new layout of your office space to follow social distancing protocols.
- Assess every floor plan for distancing and safety.
- Consider whether furniture or work equipment can be reconfigured to facilitate social distancing. For example, removing tables and chairs in meeting rooms may facilitate social distancing and compliance with the CDC guidelines of at least six feet of distance between seats.
- Determine if certain workplace modifications are required to maintain social distancing and compliance with other government-issued guidelines, including anticipated modifications to workstations that include desks, rewiring, computers, phones, cabling, etc.
- If returning a single department, unit or group is a priority, consider whether to implement new seating or work arrangements. If any employees work at stations that are within six feet of each other, make reassignments to different stations to ensure the minimum distancing.
- For employees who work alongside each other on a regular basis, increase the goal to keep these workers nine to 12 feet apart.
- If available space does not allow this much separation, evaluate options for staggering schedules as an alternative or adding physical barriers between stations.
- For other small space and tightly knit groups with open-concept workspaces, consider the addition of cubicles.
- If employees work at a group station with connected tables, move around as many as possible to create spaces between them. If the setup was a grouping of small tables together to form a large work area in the center of the room, move the small tables to the walls. Employees could still be facing the center, with their back to the wall, but with more space in between. Avoid close back-to-back or face-to-face configurations.
- A good idea may be to make a rough sketch of the room and desk dimensions and draw out your options before you start moving furniture and rerouting wires.
- Consider continuing remote-work practices, leaving some workspaces lightly populated and making it easier for workers to spread out.

Kitchens and Break Rooms

- Follow CDC social distancing guidelines by spacing tables and chairs six feet apart, facing away from each other. Be sure to remove additional furniture not required in the new layout to secure the space.
- Restrict use or remove shared items such as toasters, coffee machines and refrigerators.
- Have sanitizing wipes accessible for employees to clean their space after using the kitchens and break rooms.
- Stagger break times to minimize the amount of people using the common areas.
- Encourage employees to follow CDC guidelines of wearing face masks or coverings when in public to keep each other safe.

Social Distancing Guidelines

- Post hand-washing signs following Baptist Health guidelines.
- Ensure soap is available at all sinks with paper towels for drying and/or touchless hand sanitizer to clean hands regularly and minimize the spread of the virus.

Cafeterias and Cafés

All staff should follow the protocols established by your entity or department when visiting common areas. Below are some best practices:

- Stagger lunch breaks to help reduce the number of employees in the cafeterias/cafés.
- There will be limited food service items offered to help reduce the amount of people and time spent in the cafeteria/café.
- Use plastic-wrapped utensils only and single-service condiments, such as packets of ketchup, mayonnaise, mustard, etc.
- Select pre-packaged grab-and-go food items.
- Make purchases using a Baptist Health badge to avoid hand-to-hand cash exchange.
- Follow CDC social distancing guidelines by spacing tables and seating six feet apart in all dining areas and limiting one person per table.
- Follow CDC social distancing guidelines of six-foot spacing at all food stations and register wait lines.
- Instruct employees to follow CDC recommendations of wearing face coverings and other PPE in all public areas to help keep each other safe.
- When possible, bring your own lunch to avoid crowds in the cafeteria.

Elevators

Elevators are typically small and tight spaces and staff should follow the protocols established by the entity.

- Encourage staff to avoid using the elevators and take the stairs when possible.
- Instruct employees to avoid using elevators with more than three riders.
- When using elevators, instruct employees to follow CDC's social distancing guidelines of maintaining six feet from others and facing away from one another.
- Instruct employees to not use their hands to touch the elevator buttons.
- Have employee wash their hands with antibacterial soap and water or clean their hands with hand sanitizer after using the elevators.

Time Clocks

- Encourage staff to wash their hands with soap and water or apply an alcohol-based hand sanitizer before clocking in or out.
- Add hand sanitizing stations nearby.
- Post signs with guidelines for sanitizing hands and social distancing at time-clock stations.
- Arrange for frequent cleaning of time-clock stations.

Bathrooms

Leaders should implement the following best practices for bathroom use:

- Remind staff to continue practicing good hand hygiene.
- Encourage staff to open doors and turn faucets on/off using a paper towel rather than touching the handles.
- Continue to encourage social distancing by reminding staff to not gather in bathrooms and to remain six feet apart when waiting for a stall.
- Remind staff that face masks must be worn in bathrooms as well.
- Encourage staff to not use sinks that are directly next to each other and instead use every other sink.

COVID-19 Symptoms and Safeguards

Help keep our patients, staff and community safe.

If you experience any of these symptoms, please inform us immediately, as testing may be required.

The CDC has guidance for who should be tested, but decisions about testing are at the discretion of state and local health departments and/or individual clinicians.

COVID-19 symptoms, as currently defined by the CDC, include:

- Cough.
- Fever.
- Repeated shaking with chills.
- Headaches.
- New loss of taste or smell.
- Shortness of breath.
- Chills.
- Muscle pain.
- Sore throat.

Patient Health and Safety

Patient Health and Safety

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COVID-19 Safety and Infection Control Considerations in the Environment of Care

Baptist Health Recovery Task Force

In accordance with the CDC and CMS, planning for a community outbreak of Coronavirus Disease 2019 (COVID-19) is critical for maintaining healthcare services during a response by implementing the following: (1) Prevent the spread of COVID-19 within the facility; (2) Promptly identify and isolate patients with possible COVID-19 and inform the correct facility staff and public health authorities; (3) Care for a limited number of patients with confirmed or suspected COVID-19 as part of routine operations; (4) Potentially care for a larger number of patients in case of an escalating outbreak, while maintaining adequate care for other patients; (5) Monitor and manage any healthcare personnel who might be exposed to COVID-19; and (6) Communicate effectively within the facility and plan for appropriate external communication related to COVID-19.

General Guidelines: Identification and Management of Patients

Cohorted areas/units should be separate from other facilities to the degree possible (i.e., separate building, or designated rooms or floor with a separate entrance and minimal crossover with COVID-19 areas).

Completed	In Progress	NA	Items (Clinical Settings)
❑	❑	❑	Trained personnel have been assigned responsibility for overseeing the triage process.
❑	❑	❑	Train triage personnel on appropriate processes (e.g., questions to ask and actions to take) to rapidly identify and isolate suspected COVID-19 cases.
❑	❑	❑	Consider establishing alternatives to face-to-face triage, such as a telephone triage system for prioritizing patients who require a medical evaluation (i.e., those patients whose severity of symptoms or risk for complications necessitate being seen by a provider).
❑	❑	❑	Designate a location, separate from other clinical triage and evaluation areas (utilizing the principles of social distancing), for the admission of patients with possible COVID-19. In the absence of a designated space, provide a system for direct admission or one that allows patients to wait in a personal vehicle or outside the facility (if medically appropriate) and be notified by phone or other remote methods when it is their turn to be evaluated.
❑	❑	❑	Establish a process for triage (e.g., initial patient evaluation) and admission of patients during an outbreak of COVID-19 that includes the following: ▪ Post at entrances and in strategic places visual alerts (signs, posters) that provide instruction on hand hygiene, respiratory hygiene and cough etiquette. The language and format should be appropriate for individuals with visual, hearing and other disabilities and should also be reading-level appropriate. ▪ Have supplies (tissues, no-touch waste receptacles, alcohol-based hand sanitizer) available at all public entrances. ▪ Face masks for patients and permitted visitors will be available at triage. ▪ Plan to create an area to separate patients. Ideally, patients would be at least 6 feet apart in waiting areas. ▪ Training of personnel on appropriate processes (e.g., questions to ask and actions to take) to rapidly identify and isolate suspected COVID-19 cases.
❑	❑	❑	A process is in place to ensure that if the patient is being transported within the facility, the receiving area is notified in advance.
❑	❑	❑	Cohort symptomatic vs. non-symptomatic patients in separate areas. A process is in place following identification of a suspected COVID-19 case to include: ▪ Isolation of patient, to include placing patient in predetermined cohorted area/unit. ▪ Immediate notification of facility leadership/Infection Control.

General Guidelines: Visitor Access & Movement Within the Facility

Prohibit visitors during Phase 1 & 2 of Recovery Plan unless they are necessary for an aspect of patient care. All visitors will be screened the same way as all patients entering the facility. Within the facility, establish administrative and engineering controls that facilitate social distancing, such as minimizing time in waiting areas and spacing seating/chairs at least 6 feet apart.

Completed	In Progress	NA	Items (All Settings)
❑	❑	❑	**Screening stations (to include those in employee entry points):** ■ Ensure adequate amount of PPE (mask, gloves, hand sanitizer) is on hand for screener and masks for distribution. ■ Provide a mask to **all** screened patients, visitors and facility occupants. Request that personal masks be removed inside the facility, and only use the facility-provided mask. ■ Consider a traffic flow coordinator for entry points with longer queues. ■ Place floor markings for screening queue to maintain social distancing. ■ Post most current Screening Tool questionnaire. ■ Perform temperature checks at all screening stations.
❑	❑	❑	**Signage and other considerations for screening stations/entry points:** ■ Visitor policy/PPE requirements/Coughing/Hand hygiene. ■ Valet Closed/Drop-off only. ■ At delivery and receiving entrances, explain that no deliveries are accepted at this time, including flowers and food. ■ Encourage the use of Baptist Health Care On Demand as a safe channel to obtain advice from care teams to screen patients, assign risk, answer questions and recommend the next steps a patient should take. ■ COVID-19 hotline, **833 MY BAPTIST (833-692-2784)**, stating that the call center is available for staff to address any questions or information they may need. ■ Stage additional wheelchairs when possible. ■ Consider security and transportation needs at main entrances to ensure flow of patients and vehicle traffic.
❑	❑	❑	**Vendors:** ■ Follow screening process. ■ Minimize points of entry. ■ Enforce Vendormate protocols. ■ Minimize paths of travel.
❑	❑	❑	**Lobbies and common areas:** ■ Consider separate waiting room/area for symptomatic patients. ■ Eliminate child play areas. ■ Remove all printed material (magazines, flyers, newspapers) in waiting areas. ■ Remove charging stations. ■ Increase space between lobby furniture and/or reduce seating to promote and support social distancing of at least 6 feet. If furniture cannot be removed, post "Do Not Sit" signage or add a physical barrier between seats. ■ Provide patients and visitors the option of waiting in their vehicles. ■ Prop doors open, when possible, to prevent/minimize touching of door. **Note:** Assess security and life safety considerations prior to propping doors. ■ Restrict/limit access to vending machines (if left in place, include in high-touch areas cleaning schedule). ■ Minimize/eliminate the use of clipboards given to the patient. Aim for contactless check-in and checkout process. ■ Consider installing physical setups such as sneeze and cough guards, for forward-facing locations near entry points, at reception desk, directors of first impression, and check in/out desks. Prioritize area(s) in a desk/station with high-risk encounters (e.g., patient/visitor approaching not wearing a mask) where a 6-foot distance is not possible. ■ Provide hand sanitizer stations in lobbies, elevator lobbies, mailrooms, parking facilities and other common areas. ■ Provide trash containers for masks near entrances/exits, elevators and other common areas.

General Guidelines: Visitor Access & Movement Within the Facility

Prohibit visitors during Phase 1 & 2 of Recovery Plan unless they are necessary for an aspect of patient care. All visitors will be screened the same way as all patients entering the facility. Within the facility, establish administrative and engineering controls that facilitate social distancing, such as minimizing time in waiting areas and spacing seating/chairs at least 6 feet apart.

Completed	In Progress	NA	Items (All Settings)
❑	❑	❑	**Elevator Lobbies and Elevator Cabs:** ■ If an elevator cab is not large enough to accommodate 6-foot spacing between occupants, consider limiting riders to 3 (one in each corner, turned away from each other, for example). ■ Place floor markings and signage in elevator lobbies to reinforce social distancing inside elevator cab and in lobby. ■ To ease elevator traffic and wait times, encourage staff to use stairwells and provide directional signage.
❑	❑	❑	**Break Rooms/Bathrooms:** ■ Increase space between break room furniture and/or reduce seating to promote and support social distancing. ■ Remind staff to practice social distancing in bathrooms by not gathering when waiting. ■ Remind staff that face masks must also be worn in bathrooms. ■ Remind staff not to use sinks that are next to each other. ■ Limit the amount of staff in a break room and per table (maintain a safe distance of 6 feet between tables). ■ Stagger lunch breaks. ■ Identify conference rooms that can be used as break rooms.

General Guidelines: Sanitation Protocols

Completed	In Progress	NA	Items (please refer to BHSF COVID-19 cleaning guidelines)
❑	❑	❑	Ensure that there is an established plan for thorough cleaning and disinfecting with an EPA-approved disinfectant prior to using spaces or facilities for patients.
❑	❑	❑	**Time Clocks:** ■ Encourage staff to wash their hands with soap and water or apply an alcohol-based hand sanitizer before clocking in or out. ■ Encourage staff to sanitize hands if they have touched the screen at the time clock station. ■ Remind staff to practice social distancing when clocking in/clocking out and to not gather around time clock stations.
❑	❑	❑	**Routine cleaning of ALL frequently touched surfaces (at a minimum, every two hours). Frequently touched areas may include the following:** ■ All areas: chairs, tables, counters, handrails, door knobs/push plates, keypads, light switches, telephones, mouse/keyboards, vending machines, water fountains. ■ Patient/exam room: bed/stretcher, chair/recliner, stools, sink, counters. ■ Other areas (e.g., procedure room, imaging room), special equipment and surfaces.
❑	❑	❑	Ensure that exam rooms, procedure rooms and equipment used for COVID-19 patients are thoroughly decontaminated, following CDC guidelines and the manufacturer's recommendations.

General Guidelines: Education and Training

Completed	In Progress	NA	Items
❑	❑	❑	Facility has developed plans and materials for education and job-specific training of healthcare personnel (HCP), which includes information on recommended infection control measures to prevent the spread of COVID-19, including any symptoms of COVID-19: ■ How to monitor patients for signs and symptoms of COVID-19. ■ How to keep patients, visitors and HCP safe by using correct infection control practices, including proper hand hygiene and selection and use of PPE. This may include "just in time" training on selection and proper use of (including putting on and removing) PPE, with a required demonstration of competency. ■ How to properly clean and disinfect environmental surfaces and equipment.
❑	❑	❑	Facility has a process for auditing adherence to recommended hand hygiene practices and other COVID-19 guidelines.

General Guidelines: Personal Protective Equipment (PPE) and Face Masks

Completed	In Progress	NA	Items
❑	❑	❑	■ Provide staff face masks when appropriate. ■ Remind staff that they must wear provided face masks at all times, except when using specific PPE for patient encounters. ■ Face masks must be secured on face, covering nose and mouth, not dangling on neck or placed on forehead. ■ Remind staff to wear appropriate PPE when caring for patients. ■ Encourage proper use, cleaning and disposal of PPE. ■ Remind staff to practice good hand hygiene and to sanitize hands before putting on and removing masks or PPE.

Baptist Health Cleaning Guidelines
Off-Campus/Outpatient Locations

Common Areas	Cleaning Instructions
Waiting rooms, support areas, staff break rooms and restrooms	▪ Perform daily terminal cleaning for all common areas. ▪ In addition to daily terminal cleaning, perform cleaning of frequently touched areas (e.g., doorknobs/door push plates, chair (arms), elevator buttons, telephones, restroom surfaces, handrails, countertop surfaces) **every two hours, at a minimum**.
Exam Rooms/Bays	**Cleaning Instructions for COVID-19 Patients/PUIs**
Routine evaluation and care (including nasopharyngeal swab for COVID-19) **AGPs to be performed in negative-pressure rooms (reference Emergency Department guidelines)**	▪ Immediate turnover of room-cleaning process can begin directly following the patient's exit from the room. ▪ **Terminal cleaning with EPA-approved disinfectant will be performed.** It is critical that all horizontal surfaces are thoroughly wiped (e.g., exam bed, countertop, chair, equipment, etc.) with the EPA-approved disinfectant. The manufacturer's instructions must be followed (wet times) for disinfection to occur. ▪ Once completed, the room is ready for the next patient.

***Aerosol Generating Procedures (AGP) include:** Intubation/Extubation, Bronchoscopy/Endoscopy, CPAP/BiPAP, Bag Mask, Ventilation, CPR, Nebulizer treatments, suctioning, Sputum induction, tracheotomy care, bedside swallow evaluation and high-flow nasal cannula.

COVID-19 Room Cleaning
Surgical Areas

Room Type	Cleaning Instructions for COVID-19 Patients/PUIs

Procedure/OR Room	▪ Procedure Rooms/OR Rooms sit time:
	  ▪ If no Aerosol Generating Procedure (AGP) is performed, room does not need to sit for air exchanges, and cleaning can begin directly following the patient's exit from the room.
	  ▪ If AGP is performed, doors to remain closed for 30 minutes before opening, with the exception of rare emergent needs (minimize time door is open). **The time starts when the AGP is completed.** After this time, patient and team can exit the room and cleaning can proceed. Examples: ENT/Head & Neck involving the upper airway, procedure involving or may involve the lung or pleura; GI procedure under pressure of air that would relate high risk of aerosolization (bowel insufflation, pneumoperitoneum).
	▪ Established terminal cleaning processes should be followed. Individual should wear gloves, mask, gown and eye protection as needed, per normal cleaning protocol. **Terminal cleaning with EPA-approved disinfectant will be followed by UV light treatment (for COVID-19 patients).** It is critical that all horizontal surfaces (e.g., exam bed, countertop, chair, equipment, etc.) are thoroughly wiped. The manufacturer's instructions (contact times) must be followed for disinfection to occur. Individual should wear gloves and eye protection as needed, per normal cleaning. It is critical that all horizontal and high-touch surfaces (e.g., procedure table, countertop, chair, patient care equipment, anesthesia equipment, etc.) are thoroughly wiped with approved low-level disinfectant. The manufacturer's instructions for use (wet times) must be followed for disinfection to occur.
	▪ Once completed, room is ready for the next patient.

Recovery Room	▪ Patient should be recovered in a negative-isolation room (PACU) or directly back to inpatient negative-isolation room. ▪ If extubation (AGP procedure) occurs in PACU, perform in a negative-isolation room. **For COVID-19 patients, the room should remain vacant for 30 minutes post AGP to allow air exchanges to occur.** The time starts when the AGP is completed. ▪ Established cleaning processes should be followed. Individual should wear gloves, mask, gown and eye protection as needed, per normal cleaning protocol. **Terminal cleaning with EPA-approved disinfectant will be followed by UV light treatment (for COVID-19 patients).** It is critical that all horizontal surfaces (e.g., exam bed, countertop, chair, equipment, etc.) are thoroughly wiped. The manufacturer's instructions (contact times) must be followed for disinfection to occur. ▪ Once completed, room is ready for the next patient.

Other considerations: All equipment taken out of the room needs to get thoroughly wiped. Keep equipment in the room to a minimum. If patient cart/bed is left in hallway, thoroughly wipe before placing in the clean hallway. Door should remained closed during the procedure. Minimize traffic and time that door is opened.

Sterilization: Instruments to be cleaned and sterilized per normal protocols. No special requirements.

Baptist Health Motor Vehicle Transportation and Valet Services Considerations for COVID-19

The CDC has determined that COVID-19 spreads mainly:

- Between people who are in within about six feet of one another.
- Through respiratory droplets produced when an infected person coughs, sneezes or talks.

How can I protect myself?

Potential sources of exposure include having close contact with a passenger with COVID-19, by contacting surfaces touched or handled by a person with COVID-19, or by touching your mouth, nose or eyes. (Center for Disease Control, 2020)

Proper hand hygiene is an important infection control measure. Wash your hands regularly with soap and water for at least 20 seconds. If soap and water are not readily available, use an alcohol-based hand sanitizer.

Limit close contact with others by maintaining a distance of at least six feet, when possible.

Vehicle Operator*

- Consider asking passengers to enter and exit through rear entry doors on the shuttle.
- Request passengers stand or sit six feet apart.
- Wear a face mask and avoid touching surfaces often touched by passengers. Use gloves if required to touch surfaces contaminated by body fluids.
- Clean and disinfect frequently touched surfaces, including surfaces in the driver cockpit, with an EPA-approved disinfectant every two hours.

Valet Service Operations*

- If technology at the entity allows, consider providing ticketless options and credit card payments only to avoid direct contact.
- Hand sanitizer and disinfectant products are available for all operations. All team members must use hand sanitizer before and after handling keys, vehicles and other items.
- Counters, valet stands and other frequently touched objects must be cleaned at least every two hours with disinfectant wipes.
- When assisting customers with their vehicle, wipe down all vehicle touch points, including key fobs, steering wheels, door handles (inside and out) and gear shifts with disinfectant wipes.
- Wipe down customer keys, steering wheels, gear shifter and doors after use.
- Roll down windows while inside a customer's vehicle to increase the flow of air.
- Use plastic trays to aid in the exchange of payments, tickets, receipts, and keys to eliminate person-to-person contact.

* All vehicle operators and valet attendants must undergo screening and wear a BHSF-provided face mask. Please stay home if exhibiting symptoms or you feel sick.

This document is not intended for patient transportation by EMS/ambulance.

Visitor Guidelines

Visitor guidelines vary by location. For the most up-to-date information, visit **BaptistHealth-Coronavirus.com/En/Patients-and-Visitors/Visitor-Guidelines**.

All visitors must be 18 or older and will be screened.
Masks will be provided and are required to be worn at all times.
Visitor hours are subject to change.

Get access to your medical records *any time.*

*my*BaptistHealth patient portal is our free, easy-to-use, secure online gateway that allows you access to your health information 24/7 and streamlines communication with your care team.

*my*BaptistHealth lets you:

- View your medical records.
- Access your test results.
- Track health conditions, allergies and medications.
- Refill prescriptions.
- Manage your *my*BaptistHealth profile.
- Receive secure messages from Baptist Health about your personal health information.
- Set up family accounts.
- Access Frequently Asked Questions (FAQs) about what you can do on *my*BaptistHealth.

To ensure proper email delivery, please add DoNotReply@BaptistHealth.net to your safe senders list. If interested, please provide your email address when asked so we can send you an invitation to set up your secure online account. For more information, ask any member of the healthcare team or visit *my*BaptistHealth.net.

Once you've received your email invitation to *my*BaptistHealth:

1) Accept your invitation to *my*BaptistHealth by clicking **"Access this link."**

2) Once you click the link, a new window opens, and you can identify the appropriate selection in the drop-down box to indicate whether or not you are claiming the invitation for yourself or on behalf of someone else (such as your child or spouse). Choose one **(I manage/I am)**, and click **"Continue."**

3) Next, enter your date of birth and the answer to your challenge question. Also, review and agree to the *my*BaptistHealth Terms of Use and Privacy Policy and click the **"Next, Create Your Account"** button.

4) Now you will be prompted to create your username and password. Verify your email address and create a username and password and choose your security question and answer.

5) Once you have clicked **"Create Account,"** you will have access to your medical records on *my*BaptistHealth.

Thank you for placing your trust in us and taking the time to register for *my*BaptistHealth. If you have any questions or concerns, please call us at 877-621-8014.

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myBaptistHealth
Visit myBaptistHealth.net

Join us on Zoom!

VIRTUAL COMMUNITY *Health Classes*

These complimentary programs are available on Zoom in Eastern Standard Time (EST). Download the Zoom app at Zoom.us.

For more information, please visit Events.BaptistHealth.net or email Programs@ BaptistHealth.net

Use the password: zoom (lowercase letters) to join Virtual Community Health Classes.

*In an effort to continue engaging our community and fulfilling our mission in the area of health and wellness, Community Health is now offering **FREE** virtual classes and seminars via Zoom.*

Topics include:

- ***Exercise Classes** (Tai Chi, Zumba®, Pilates, Yoga, Line Dancing)*
- ***Support for emotional well-being** (meditation and stress management)*
- ***Family-friendly interactive activities***
- ***Nutrition education***
- ***Physician-led lectures***

MIND BODY SOCIAL | Baptist Health | LIVE HEALTHY at home

Emotional Well-being and Support Resources

Baptist Health Care On Demand
Baptist Health mental health professionals available for employees and the community.
BaptistHealth.net/CareOnDemand

The Recovery Village at Baptist Health Advanced Recovery Systems
Offering virtual tele-health and confidential treatment services for substance abuse and co-occurring mental health disorders.

For appointments:
Call center is available 24/7: 855-387-3291
Miami contact: Daisy Barroso, call 305-240-1425
TheRecoveryVillage.com

Online Recovery Meetings and Chat Rooms:
TheRecoveryVillage.com/Treatment-Program/Online-Counseling/Recovery-Meetings

211
211 is a vital service that connects millions of people to help every year. To get expert, caring help 24/7, simply call 211 today or search for your local 211 by ZIP code on the website.

Call 2-1-1.
211.org

Banyan Health Systems
Providing virtual tele-mental health services, including psychiatry.

Call 305-774-3300.
24-hour Crisis Hotline: 305-774-3616
BanyanHealth.org

Jewish Community Services of South Florida (Miami-Dade)
Providing virtual tele-mental health counseling.
Call 305-740-8998, Ext. 611.
JCSFL.org/Services/Behavioral-Health

Guidance/Care Center Inc.
Providing tele-mental health services including counseling and crisis prevention.
Call 305-434-7660.
GCMK.org

FHE Health
Offering virtual tele-mental health and substance abuse services.
Call 866-299-0650.
TheHealth.com

Ft. Lauderdale Behavioral Health Center
Providing virtual tele-mental health services including psychiatry, individual and group therapy.

Appointments and to speak to a licensed mental health professional, available 24/7.
Call 800-585-7527.
FtLauderdaleBehavioral.com

NAMI | National Alliance on Mental Health
Offering free virtual support groups for individuals and family members of individuals living with mental illness.

Education and support groups are available for your specific locations/counties.

The NAMI HelpLine
Mon.–Fri., 10 a.m.–6 p.m., EST
Call 800-950-NAMI (6264).
NAMI.org/Home

Wellspring Counseling
Providing virtual tele-mental health services.
Call 786-573-7010.
WellspringMiami.org

STOP
RN

Patient Experience

Patient Experience

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THANK
YOU
HEALTH
CARE
WORKERS

Because We Care

We know this is a challenging time and some of our communities may feel anxious or worried about visiting a healthcare facility. We want to assure you that Baptist Health has taken necessary precautionary actions to enable us to serve you during this unprecedented time. The health of our patients, caregivers, families and visitors is our top priority. This includes taking steps consistent with Centers for Disease Control and Prevention (CDC) guidelines for everyone who enters our facility.

Enhanced Screenings

- We are screening patients and staff for COVID-19 through daily body temperature, signs and symptoms checks, and by asking a series of questions related to potential exposure to the novel coronavirus.

Universal Masks

- Everyone who enters our facilities will be required to wear a mask, which we will provide to all employees, medical staff, patients, visitors and vendors. We request that all personal masks be removed inside our facilities.

Infection Prevention

- Hand hygiene is always a priority for us. Hand sanitizer and handwashing stations are available throughout our facilities, and we encourage you and our caregivers to wash hands frequently.
- We have removed frequently touched items, such as magazines, toys, coffee and snacks.
- We have instituted extra disinfection practices of the most frequently touched common areas — light switches, door handles, bathroom faucets and more.

Personal Protective Equipment (PPE)

- To ensure your safety and that of our caregivers, we have an adequate supply of PPE, including masks, gloves, gowns and face shields for all of our team members and medical staff. This helps protect you and our team from COVID-19 transmission.

Enhanced Patient Safety Procedures

Social Distancing

- We are adhering to social distancing guidelines throughout all phases of care during your stay. Our lobbies and common areas are appropriately marked to identify areas where it is permissible to sit and stand.
- We invite you to wait where you feel most comfortable. If you prefer to wait in your car, please feel free to do so, and we will contact you when it is your turn.

Visitor Precautions

- As an additional safety measure to reduce overall exposure, we will continue to follow our limited visitor guidelines. We are asking that only the patient come inside the facility with the exception of a parent that is accompanying their minor child or other limited special circumstances.

COVID-19 Patient Isolation

- A patient who is suspected or confirmed of being COVID-19 positive will be isolated in a dedicated area to avoid cross-contamination with other patients. We take every precaution that only limited caregivers with the proper personal protective equipment (PPE) care for those patients in the designated areas.

Following Safety Protocols

- We are following Centers for Disease Control and Prevention (CDC), Centers for Medicare and Medicaid Services (CMS) and appropriate state guidelines to keep you and our teams safe.

Thank you for trusting us with your healthcare needs. Together we will get through this.

Because we care, this is how we're taking action to put safety first.

For Our Patients

Virtual Care

Contactless Registration

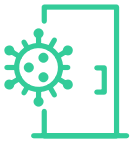
Social Distance-designed Lobbies

Visitor Precautions

Point-of-Entry Screening

Infection Prevention

Universal Mask Use



COVID-19 Patients Treated in Separate Area

Enhanced Cleaning

Wait Where You Feel Comfortable

For Our Caregivers

Personal Protective Equipment

Daily Wellness Checks

Safety Training

Because We Care: What to Say to Patients and Visitors About COVID-19 and Masks

Use this guide to help shape your responses to patients and visitors about safety measures in place for COVID-19.

Key Messages

1. Safety is our highest priority and is the driving force behind all of our efforts.
2. Everything we're doing is to protect you and others from the virus.
3. We're following the CDC guidelines to make sure everyone is as safe as possible.

Suggested Responses Based on Situation

Why do I have to wear a mask?
The two best ways to protect against the virus are to stay at least six feet apart and wear a mask. For everyone's safety, it's important for all of us to wear a mask.

Where do I have to wear a mask?
To help keep everyone safe, we ask that everyone wear a mask everywhere they go in our facilities. That means public spaces like garages and parking lots, plazas, cafeterias, elevators and shuttles, as well as in buildings.

Does my child need to wear a mask?
The CDC recommends that children over age 2 wear a mask.

Wearing a mask bothers me, so I don't wear one.
I understand that wearing a mask isn't always comfortable, but it's important to help keep everyone safe. Talk to your primary care doctor about the trouble you have wearing a mask.

I was tested before my visit and I don't have COVID-19; why do I have to wear a mask?
It's still important for your safety and ours that you wear a mask.

What to say to someone who isn't wearing a mask:
Please remember to put on your mask. It's one of the best things we can do to keep everyone safe.

I noticed you're not wearing a mask. Would you kindly put one on? Thank you.

We have a lot of sick patients here who could easily catch the virus. Please put a mask on to protect them, their families and our staff.

[If person continues to refuse]: I respect that you don't want to wear a mask but it's to help keep everyone safe. Unfortunately, we can't allow you to come in if you're not wearing a mask.

Why are you asking me symptom questions?
People with COVID-19 don't always have a fever, so we need to ask about other symptoms, too. The CDC recommends that we ask these questions to help keep everyone safe.

I don't have a mask.
We can help you with that! The screening locations at our entrances have disposable masks. Would you like me to show you the nearest one so you can get a mask?

Why do you need to check my temperature?
Fever is one of the symptoms of COVID-19. The CDC recommends screening for fever to minimize exposure to the virus and help keep others safe.

Virtual Friends and Family Visits
for Admitted Patients

Your friends and family may not be able to visit right now, **but they can still feel close by.**

Seeing loved ones while you receive care is vital to your health and well-being. Due to COVID-19 and our concern for your safety, Baptist Health currently has restrictions in place that may limit visits from your friends and family during your stay. But that doesn't mean you can't connect; many phones, tablets and computers have free and easy ways to communicate with your friends and family via video, voice or text*.

Tips for virtually connecting with loved ones using your personal device*

Step 1: Find an App for That

If your smartphone, tablet or computer has a camera, there's a good chance you have an app already installed to connect with your loved ones virtually. **You and the person you are trying to connect with must use the same app.**

Common Video Chat Apps on Smartphones and Devices:

Apple Devices
FaceTime

Android Devices
Google Duo

*If you do not have access to a smartphone, tablet or computer, consider using your in-room phone to connect with loved ones.

If your personal device has a camera but does not have FaceTime or Google Duo, you can download one of the apps below to connect with loved ones via video, voice or text.

Facebook Messenger (Messenger.com)

Skype (Skype.com)

Google Hangouts (Hangouts.Google.com)

Signal Private Messenger (Signal.org)

WhatsApp (WhatsApp.com)

Turn page for more step-by-step instructions. →

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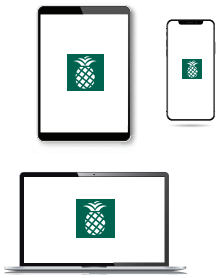
Virtual Friends and Family Visits
for Admitted Patients

Step 2: Connect to Wi-Fi
Ask a member of your care team how you can connect to our guest Wi-Fi.

Step 3: Video Chat, Call or Text Your Loved Ones
If you plan to use the video feature of the app you have selected, it's best to connect to Wi-Fi. Please see in-room instructions, or ask a member of your care team how you can connect to our guest Wi-Fi.



Instructions for Apple Devices – FaceTime
- If you have the person's phone number or email address already saved in your contacts, tap the plus (+) button, start typing the person's name and select the name when you see it pop up.
- If you don't have the person's contact information stored in your contacts, tap the plus button (+), type the person's phone number or email address and then tap the "return" button.
- Once your contacts are in the "To:" field, tap to make a voice-only call or to video chat.

Instructions for Android Devices – Google Duo
- Tap on "search contacts or dial."
- If you have the person's phone number or email address saved in your contacts, begin to type the person's name and select the name when you see it pop up.
- If you don't have the person's contact information stored in your contacts,type the person's phone number or email address and click the phone number.
- Once you select the person's name, you will have the option to select voice, video or message.
- If your only option is to "invite"and the person you are trying to connect with does not have the Google Duo app installed, he or she will not be able to connect with you via Google Duo.

***If you do not have access to a smartphone, tablet or computer, consider using your in-room phone to connect with loved ones. Please share your room number with your loved ones so that they can reach you on the hospital phone in your room.**

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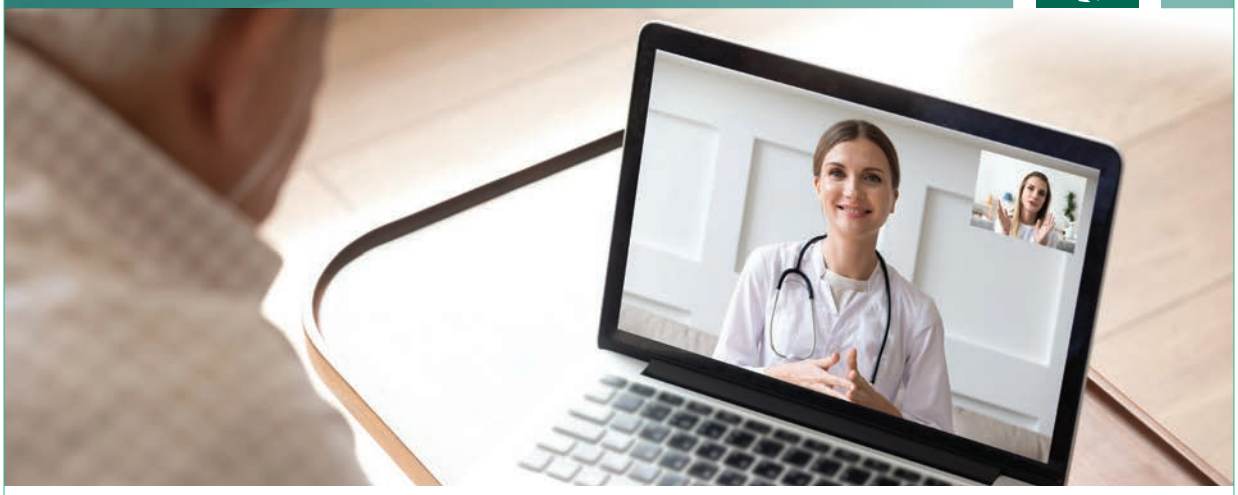
Virtual Friends and Family Accompaniment During Outpatient Visits

Invite your loved one or caregiver to your next doctor's appointment.



Involving a loved one or caregiver in your care is vital to your health and well-being. Due to COVID-19 and our concern for your safety, Baptist Health currently has restrictions in place that may limit who can accompany you to your doctor appointments. But that doesn't mean you can't include them; many phones, tablets and computers have free and easy ways to connect — either virtually or by using the speaker option on your phone.

Tips for Virtually Connecting Using Your Personal Device

Step 1: Find an App for That

If your smartphone, tablet or computer has a camera, there's a good chance you have an app already installed to connect virtually. You and the person you are trying to connect with must use the same app.

Common and Secure Video Chat Apps on Smartphones and Devices*

Apple Devices
FaceTime

Android Devices
Google Duo

*Recording visits is not permitted due to privacy concerns.

If your personal device has a camera but does not have FaceTime or Google Duo, you can download one of the apps below to connect with a loved one or caregiver via video, voice or text.

Facebook Messenger (Messenger.com)

Skype (Skype.com)

Google Hangouts (Hangouts.Google.com)

Signal Private Messenger (Signal.org)

WhatsApp (WhatsApp.com)

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HALYARD

Operations

Operations

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Recovery Site Operations Checklist

The COVID-19 global pandemic has caused a severe disruption of normal health services provided. This tool is intended to guide you and your teams in preparing individual sites/departments to resume operations as we are safely able to do so.

Focus Area	Completed	Items for Consideration
Patient Services	❑	Assign patient care sections as "COVID" units/areas and identify which units/areas will be part of the surge plan, if needed.
	❑	Update and implement patient screening criteria at entrances and/or upon check-in and any screening that needs to occur prior to DOS.
	❑	Verify COVID testing process and COVID results prior to scheduling (surgery, IR, etc.).
	❑	Implement and communicate revised visitor policy.
	❑	Provide portal access information for patients who may need images, results, etc.
Scheduling	❑	Utilize approved scheduling criteria for each area.
	❑	Utilize patient testing/screening criteria/process by area.
	❑	Determine your post-COVID capacity in order to maintain required social distancing measures.
	❑	Review patient schedules/block times and make modifications as needed to ensure social distancing safeguards are maintained (staggered appointment times, etc.).
	❑	Communicate any changes to scheduling criteria with key stakeholders; physicians, employees, support departments.
	❑	Expand hours to accommodate a backlog, if needed.
	❑	Keep current patients on schedule and re-work in cancelled appointments as defined by scheduling criteria.
	❑	Use proper codes for COVID-related cancellations (i.e., unemployment / insurance, safety concerns, etc.).
	❑	Ensure patients are aware of steps you have taken to keep them safe at time of scheduling, arrival at facility, etc.
Staffing	❑	Review staffing needs based on modified capacity to ensure appropriate staffing.
	❑	Incorporate additional staff as needed for ongoing screening process/patient-testing process.
	❑	Review process of assigning staff to COVID floors/units to support employee engagement.

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Stock Supplies	❑	Confirm all suppliers are active and operational.
	❑	Establish inventory and restock process based on projected volumes.
	❑	Ensure you have adequate PPE and other essential supplies to meet your estimated need.
	❑	Continue any conservation processes to manage PPE if inventory levels are reduced.
	❑	Be familiar with the latest PPE guidelines and ensure all staff are aware of guidelines and appropriately trained.
Facility Preparations	❑	Disinfect all patient areas.
	❑	Complete and roll out sanitation checklist with staff and/or vendors.
	❑	Disinfect and test all equipment.
Patient Flow	❑	Revise the current patient flow to minimize contact, effective COVID screening process, review patient scripting and contactless registration/virtual check out work-flows.
	❑	Implement isolation plans for patients who meet COVID screening criteria (i.e., immediately take to designated areas).
Team Development/ Training	❑	Consider cross training key staff to ensure needs are met.
	❑	Ensure proper orientation/training including documentation for staff performing new assigned tasks.
	❑	Educate staff on any process changes.
	❑	Reinforce safety/handwashing/standard infection measures.
	❑	Continue to reinforce appropriate use of PPE for both COVID-19 and non-COVID-19 care.
	❑	Educate teams on safety measures in place to protect them and patients.
	❑	Present and enforce social distancing guidelines.
	❑	Share cleaning and crowd control expectations.
	❑	Reinforce visitor and vendor policies.
	❑	Review key patient experience messaging.
	❑	Reinforce HIPAA and other regulatory mandates.

Medical Practice Safety Checklist

As you continue to implement reopening measures, medical practices need to start planning to move employees back into the workplace when state and local stay-at-home orders expire and other COVID-19 business restrictions expire or are modified.

The following provides medical practices with guidance when reopening physical work locations and helping get current employees back to a better sense of normalcy. Keeping employees safe, engaged and productive is key to maintaining a great work environment.

Health and Safety		
Focus Area	**Completed**	**Items for Consideration**
Screening	❑	Ensure that all employees have undergone daily screening, including temperature checks, to control the spread of COVID-19.
Sick Employees	❑	Reinforce to employees that they should notify their leader immediately if they begin to feel sick at work and are exhibiting COVID-19 symptoms, including: cough, shortness of breath or difficulty breathing, fever, chills, repeated shaking with chills, muscle pain, headache, sore throat, new loss of taste or smell.
	❑	Immediately separate employees who begin to exhibit symptoms from other individuals and send them home.
	❑	Request a thorough cleaning and disinfecting of common areas, bathrooms and shared electronic equipment, as well as the employee's workspace.
	❑	Encourage sick employee to monitor symptoms and seek medical help if they worsen.
Mask and Personal Protective Equipment	❑	Be sure to give staff face masks on a daily basis, when appropriate.
	❑	Remind staff that they must properly wear provided face masks at all times except when using specific PPE for patient encounters.
	❑	Face masks must be secured on face, covering nose and mouth, not dangling on neck or placed on forehead.
	❑	Remind staff to wear appropriate PPE when caring for patients.
	❑	Encourage proper use, cleaning, and disposal of PPE.
	❑	Remind staff to practice good hand hygiene and to sanitize hands before putting on masks or PPE and after removal as well.
Employee Hygiene Practices	❑	Refrain from handshaking and use other noncontact methods of greeting instead.

Regular Housekeeping and Deep Cleaning Protocol	❑	Ensure routine cleaning and disinfecting of all frequently touched surfaces in the workplace, such as workstations, keyboards, telephones, handrails, and doorknobs.
	❑	Discourage employees from using their colleagues' offices, phones, desks, pens, pencils, staplers or other work tools and equipment, when possible.
	❑	Ensure COVID-19 "deep-cleaning" is triggered when an active employee tests positive for COVID-19.
The Changing Workforce		
Scheduling and Staffing	❑	Evaluate whether remote work is appropriate and possible.
	❑	Consider staggering on-site work times/days to reduce the number of employees in the office at the same time.
	❑	Schedule lunch and break times to minimize occupant loads.
	❑	Cross-train so that teams can better stagger shifts and support departmental needs.
Personal Physical Space		
	❑	Determine whether furniture or work equipment can be re-configured to facilitate social distancing of at least six feet to adhere to CDC guidelines.
	❑	Evaluate current space and modifications for compliance with other government-issued guidelines, including anticipated modifications to workstations that include desks, rewiring, computers, phones, cabling, etc.
	❑	Reassign employees to different work stations to ensure safe social distancing.
	❑	If available space does not allow this much separation, evaluate options for staggering schedules or adding physical barriers between stations (additional approvals may be necessary).
Common Physical Space		
Cafeterias and Cafés	❑	Staggering lunch breaks will help reduce the number of employees in the cafeteria and cafés at one time.
	❑	Remind employees to follow the CDC's social distancing guidelines of six-foot spacing at all food stations, registers and seating in the dining areas.
	❑	Instruct employees to follow the CDC's recommendations of wearing face coverings and other PPEs in all public areas and frequent hand washing to keep each other safe.
Elevators	❑	Encourage staff to avoid using the elevators and take the stairs instead.
	❑	Instruct employees to not use their hands to touch the elevator buttons and to wear face masks or coverings in public areas at all times.

	❑	Encourage employees to wash their hands using soap and water or hand sanitizer after using the elevators.
Kitchens and Breakrooms	❑	Restrict use of and/or remove any shared items, such as coffee makers and toaster ovens.
	❑	Remind staff to follow CDC social distancing guidelines by limiting the number of employees in breakrooms at one time and by spacing tables and chairs six feet apart, facing away from each other.
	❑	Be sure to remove additional furniture not required in the new layout to secure the space.
	❑	Stagger break times to minimize the number of people using the common areas and try to identify other spaces, such as conference rooms, that could be used as breakrooms.
Family-Style Meals	❑	When ordering office catering ensure orders are individually packaged.
	❑	Avoid shareable food and drinks, such as snack bowls, finger food items, family-size snacks, dips, sauces and drinks.
Meeting Rooms and Conference Rooms	❑	Limit in-person team meetings and conduct meetings virtually, when possible.
	❑	If in-person meetings are necessary, they must be conducted in a manner consistent with social distancing requirements. Some ways to do this include: Limit meetings to no more than 10 individuals, while maintaining a six-foot distance from each other.
	❑	Remove or stack extra chairs to encourage social distancing.
Time Clocks	❑	Encourage staff to wash their hands with soap and water or apply an alcohol-based hand sanitizer before clocking in or out.
	❑	Remind staff to practice social distancing when clocking in and out, and to not gather around time clock stations.
Bathrooms	❑	Remind staff to continue practicing good hand hygiene.
	❑	Encourage staff to open doors and turn faucets on and off using a paper towel, rather than touching the handles.
	❑	Continue to encourage social distancing by reminding staff to not gather in bathrooms and to remain six-feet apart when waiting for a stall.
	❑	Remind staff that face masks must be worn in bathrooms.
	❑	Encourage staff to not use sinks that are directly next to each other.

PLANAR
LAB
LAB

Surgical Scheduling
COVID-19 Recovery Scheduling Grid*

	STEP 1	STEP 2	STEP 3
	May 6 to May 12	**May 13 to May 26**	**May 27**
LOS anticipated	ASC and hospital outpatient**	Hospital outpatient (including overnight stay) +23 hours	>24 hours
Post-op ICU need	Very unlikely	< 5 percent	5-10 percent
Possible surgeries, includes but not limited to the following examples	Gallbladder, hernia, breast biopsies, minor GYN procedures, arthroscopy, hand surgery, sinus procedures	ACDF, MIS surgery, primary, orthopedics	Reconstructive spine, scheduled CABG/ valve, multi-specialty surgery, colon resections, reconstructive surgeries
Vulnerable individuals* **	No vulnerable individuals	Select vulnerable individuals	Includes vulnerable individuals

** In addition to cases that are emergent and meet prior criteria.*

*** Contingent upon entity staffing, PPE and blood availability, and social distancing/capacity guidelines.*

**** Vulnerable Individuals (definition based on the following in conjunction with the physician's assessment and clinical judgment):*

1. *Elderly individuals, individuals living in a nursing home or long-term care facility.*
2. *Individuals with serious underlying health conditions that are not well controlled, including high blood pressure, chronic lung disease, diabetes, obesity, asthma, and those whose immune systems are compromised by chemotherapy for cancer and other conditions requiring such therapy. Source: Opening Up America Plan/CDC.*

Baptist Health South Florida
Healthcare that Cares

Home Discharge Readiness Screening Tool
How to Use Instructions

The COVID-19 global pandemic has caused a severe disruption of normal health services provided by Baptist Health and other providers in our region. In accordance with the White House's Opening Up America Again guidelines, we are implementing a tiered approach to resuming operations. This tool is intended to guide you and your teams during patient selection in considering the post-acute needs of your patients to proactively address any considerations or modifications that may be required.

While surgeons select which patients are eligible/meet criteria for surgery in Step 1, it is important to understand that the goal is to ramp up our surgical volume slowly, while caring for our community. We must maintain a balance of surgical volume and bed capacity so that we remain in a state of readiness to respond accordingly to any emergency.

For this reason, we have created this **Home Discharge Readiness Screening Tool** to help our surgeons, schedulers, surgical coordinators and PAT nurses screen patients for post-discharge needs. You can use this tool to guide your questions when interviewing your patient/family to determine who is eligible for surgery in Step 1.

If the patient and/or family requires assistance at home that cannot be provided by the family or patient's support person, home healthcare may need to be ordered. (Please ensure that it is covered by the patient's insurance).

If the patient and/or family requires assistance beyond what can be provided by home healthcare, determine what is covered by the patient's insurance or what is feasible as an out-of-pocket expense for the patient/family. If neither of these options is satisfactory, the patient may need to go to a post-acute care facility.

At this time, the required three-day inpatient hospital stay for post-acute placement is waived under CMS 1135 waivers. However, it is important to discuss with the patient/family, in advance of the procedure/surgery, the willingness to go to a post-acute care facility. If the patient is unwilling to go to such a facility, he or she may not be the right candidate for Step 1. A discussion between the surgeon and the patient/family may be necessary to explore alternative options, including postponing the surgery until the system implements Step 2 or 3 of the recovery plan. Please contact your hospital's Case Management department if you need further guidance. *(See Case Management Department Contact List below).*

Case Management Department Contact List

(Hours of operation: 8 a.m.-4:30 p.m.)

Baptist Hospital:	786-596-6578
Bethesda Hospital East:	561-737-7733, Ext. 83653
Bethesda Hospital West:	561-737-7733, Ext. 83653
Boca Raton Regional Hospital:	561-955-3232, *Shari Bumstead* 954-802-4473, *Carine Cemelfort*
Doctors Hospital:	786-308-3824, *Gina Buendia*
Homestead Hospital:	786-243-8699 786-573-6763, *Natasha Batista Garcia*
Mariners Hospital:	305-434-3625
Fishermen's Hospital:	305-731-6166
South Miami Hospital:	786-662-8106
West Kendall Baptist Hospital:	786-467-2070 786-467-4532

Home Discharge Readiness Screening Tool
Outpatient Surgery and Procedure

Surgeons will use to assess whether patient meets Step 1 scheduling criteria.
If YES to all statements below, proceed with scheduling surgery.

- Patient/family understands patient is expected to be discharged within 24 hours after outpatient surgery.
- Patient does not have active chronic disease or comorbidities (i.e., stroke, brain injury, dementia) that may increase risk of prolonged recovery (more than 23 hours).
- Patient is able to understand and follow commands.
- Patient and family agree that the anticipated discharge destination is with or without home health.
- Patient and family understand goal and expectations of surgery.
  - Caregiver available and able to support patient care or patient self-management for one to two weeks.
  - Ensure that patients and family are aware of post-surgery expectations regarding levels of pain and weight-bearing status.
- Patient does not have mobility issues and/or is not functionally impaired (e.g., poor balance, hemiplegia).
- Patient does not have sensory or cognitive loss (e.g., memory loss, poor judgment, visual or hearing loss, aphasia).
- Patient is not incontinent if caregiver is able to assist.
- Patient who lives alone will not be prescribed medications that increase fall risk (i.e., benzodiazepines, sedative-hypnotics, antidepressants or antipsychotics).
- Patient who lives alone will not be prescribed medications that impair balance or cognition (alcohol, opiates).
- Patient has toilet, tub and shower accessible for his or her functional status.
- Patient without family support has sufficient food available (one to two weeks) within reach that can be prepared on his or her own.
- Patient is able to care for pets, if applicable.
- Patient has transportation arrangements to follow-up appointment with surgeon, PCP and any needed therapy (i.e., OT/PT).
- Patient arranged for home healthcare and/or DME prior to surgery, if applicable.
- Patient has a designated pharmacy he or she can access for prescribed medications needed for post-op period.
  - Physician orders for patient pickup before surgery.
  - Designated support person to pick up upon discharge.
  - Bedside delivery before discharge.
- Patient has transportation arrangements from hospital upon discharge.

Testing Guidelines for Surgical/Procedural Patients

Aerosolized Generating Procedure (AGP)*?

NO → **PROCEED WITH SURGERY**

YES

Patient's COVID-19 status — Unknown or Known?

Unknown COVID-19 Status
(Or history of negative test, or history of positive over 90+ days)

Test surgery patients as close to the 72-hour guideline as possible.**

POSITIVE

- For **elective patients** who are COVID-19 positive, the surgery should be delayed until, at the very minimum, your patient meets the CDC guidelines for discontinuation of isolation and precautions.***
- For **urgent/time-sensitive patients,** who are COVID-19 positive, the surgery should be delayed, if possible until your patient meets the CDC guidelines for discontinuation of isolation and precautions.*** Follow PPE guidelines.
- **Emergent patients** who need surgery will be tested in the ER.*** Follow PPE guidelines.

Note: If an **inpatient** tests negative on admission and has been continuously hospitalized since the test (a quarantine environment), even if they are past 72 hours, there is **no need to retest** pre-surgery.

NEGATIVE

Known COVID-19 Status
(History of positive less than 90 days)

No need to retest.

- For **elective patients,** the surgery should be delayed until, at the very minimum, your patient meets the CDC guidelines for discontinuation of isolation and precautions.***
- For **urgent/time-sensitive patients,** the surgery should be delayed, if possible, until your patient meets the CDC guidelines for discontinuation of isolation and precautions.*** Follow PPE guidelines.
- For **emergent patients,** follow PPE guidelines, if they do not meet the CDC guidelines for discontinuation of isolation and precautions.***

PROCEED WITH SURGERY

It is important that the patient is assessed for overall clinical risk once the waiting period has been met; a negative test does not imply a reduced surgical risk. In the event that you proceed with surgery, a patient may be retested for COVID-19 at the discretion of the surgeon.

This algorithm also applies to intra-entity transfers.
See notes on following page.

Baptist Health South Florida
Healthcare that Cares

Testing Guidelines for Surgical/Procedural Patients

* AGP examples (This is not a comprehensive list of AGP examples) intubation/extubation, bronchoscopy/endoscopy, colonoscopy, CPAP/BiPAP, bag mask ventilation, CPR, nebulizer treatments, suctioning, sputum induction, tracheostomy care, bedside swallow evaluation, high-flow nasal cannula, entire ENT, OMFS, TEE, electrocautery of blood, gastrointestinal tissue and any body fluids, laparoscopy and other airway manipulation cases. AGPs include cases that utilize a bone circulator saw, laser, high-speed drill and similar devices.

** Articles on post-operative complications: Patients undergoing surgery after contracting coronavirus are at an increased risk of postoperative death, several studies reveal. Researchers found that amongst SARS-CoV-2 infected patients who underwent surgery, mortality rates approach those of the sickest patients admitted to intensive care after contracting the virus in the community.

https://www.sciencedirect.com/science/article/pii/S014067362031182X?via%3Dihub

https://www.sciencedirect.com/science/article/pii/S0140673620312563?via%3Dihub

JamaNetwork.com/Journals/Jamasurgery/fullarticle/2767370NCBI.NLM.NIH.Gov/Pmc/articles/PMC7229873/

NCBI.NLM.NIH.Gov/Pmc/Articles/PMC7229873/

*** CDC guidelines for discontinuation of isolation and precautions are as follows:

- Ten days after mild or moderate symptom onset and resolution of fever for at least 24 hours, without the use of fever-reducing medications, and with improvement of other symptoms.
- For persons who never develop symptoms, 10 days after the date of their first positive RT-PCR test for SARS-CoV-2 RNA.

If in doubt on whether the patient had a history of moderate vs. severe COVID-19 diagnosis, delay the patient for 20 days to ensure you meet the CDC guidelines.

CDC Guidelines: **CDC.Gov/Coronavirus/2019-NCOV/HCP/Duration-Isolation.html**

Baptist Health South Florida GI Procedure Guidelines for COVID-19 Patients*

*Follow Baptist Health South Florida Asymptomatic Surgical/Procedural COVID-19 Testing Screening Workflow.

COVID-19 Lab Testing *Performed within 72 hours.	PPE		Notes
	Anesthesia Provider	Surgery/ Nursing/ Scrub	
POSITIVE (Procedure cannot be delayed)	▪ Surgical N95 or equivalent respiratory protection, if non-sterile environment. ▪ Eye protection (faceshield **AND** goggles). ▪ Gown. ▪ Double gloves.	Follow standard PPE protocol if NOT present during intubation/ extubation or other AGPs. Otherwise, follow same as anesthesia provider.	▪ PPE to be worn by all members throughout the procedure. ▪ Minimize number of providers in the room. ▪ Unless deemed medically necessary, 30-minute wait time for entrance/egress following intubation/extubation or leave intubated based on medical condition. ▪ COVID unit/negative isolation room post-op for recovery. ▪ Perform disinfecting and cleaning following "COVID-19 Enhanced Room Cleaning and Disinfecting" guideline.
NEGATIVE	Follow standard PPE protocol to include wearing a surgical mask.		Follow standard room cleaning and post-op protocol.

DHPAssociation.org/2020/04/27/AGA-DHPA-Resume-Endoscopy-COVID19/

Adhere to social distancing and enhanced safety measures for patients, visitors and staff to include, but not be limited to:
Active screening at entry points to the facility; all occupants wear face masks; appropriate spacing between intake and recovery beds and waiting room chairs; current visitation policy and staggered procedure start times. Consider implementing similar PPE requirements for urgent procedures that include, but are not limited to, use of shoe covers, changing street clothes prior to entering or leaving facility and use of surgical head coverings.

CDC.gov/Coronavirus/2019-NCOV/Hcp/Testing-overview.html?CDC_AA_refVal=https%3A%2F%2Fwww.cdc.gov%2Fcoronavirus%2F2019-ncov%2Fhcp%2Fclinical-criteria.html

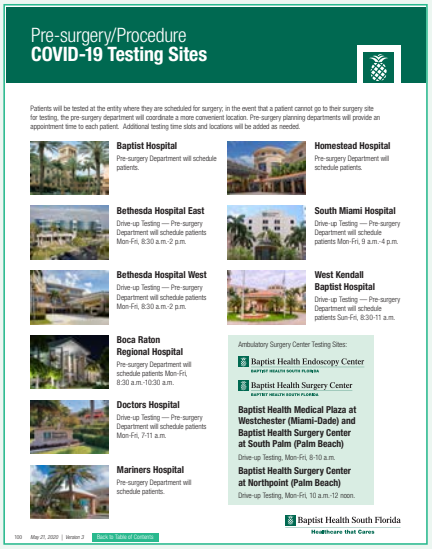
ASGE.org/Docs/Default-Source/Default-document-library/asge-guidance-for-reopeningl_4-28-2020.pdf

COVID-19 Testing Guidance For Surgical Practices

STEP 1

Identify Location:

- Identify preferred location for COVID-19 testing site (utilize the "Pre-surgery /Procedure Testing Sites" sheet).



Pre-surgery/Procedure
COVID-19 Testing Sites

Patients will be tested at the entity where they are scheduled for surgery; in the event that a patient cannot go to their surgery site for testing, the pre-surgery department will coordinate a more convenient location. Pre-surgery planning departments will provide an appointment time to each patient. Additional testing time slots and locations will be added as needed.

Baptist Hospital
Pre-surgery Department will schedule patients.

Homestead Hospital
Pre-surgery Department will schedule patients.

Bethesda Hospital East
Drive-up Testing — Pre-surgery Department will schedule patients Mon-Fri, 8:30 a.m.-2 p.m.

South Miami Hospital
Drive-up Testing — Pre-surgery Department will schedule patients Mon-Fri, 9 a.m.-4 p.m.

Bethesda Hospital West
Drive-up Testing — Pre-surgery Department will schedule patients Mon-Fri, 8:30 a.m.-2 p.m.

West Kendall Baptist Hospital
Drive-up Testing — Pre-surgery Department will schedule patients Sun-Fri, 8:30-11 a.m.

Boca Raton Regional Hospital
Pre-surgery Department will schedule patients Mon-Fri, 8:30 a.m.-10:30 a.m.

Ambulatory Surgery Center Testing Sites:

Baptist Health Endoscopy Center
BAPTIST HEALTH SOUTH FLORIDA

Baptist Health Surgery Center
BAPTIST HEALTH SOUTH FLORIDA

Baptist Health Medical Plaza at Westchester (Miami-Dade) and Baptist Health Surgery Center at South Palm (Palm Beach)
Drive-up Testing, Mon-Fri, 8-10 a.m.

Baptist Health Surgery Center at Northpoint (Palm Beach)
Drive-up Testing, Mon-Fri, 10 a.m.-12 noon.

Doctors Hospital
Drive-up Testing — Pre-surgery Department will schedule patients Mon-Fri, 7-11 a.m.

Mariners Hospital
Pre-surgery Department will schedule patients.

Baptist Health South Florida
Healthcare that Cares

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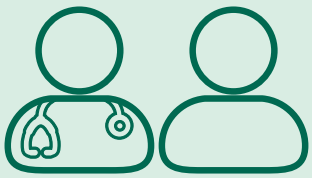
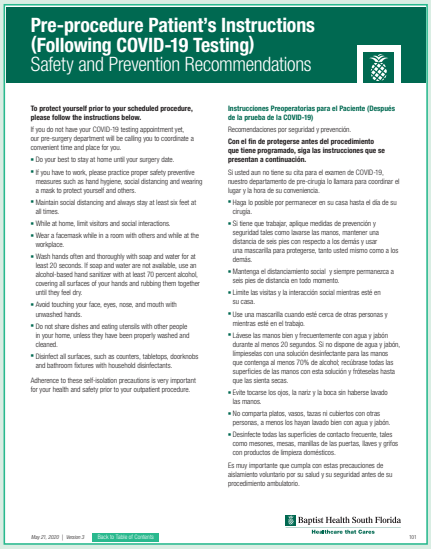
STEP 2

Educate Patient:

- Pre-testing department will be calling patient to schedule pre-procedure testing and COVID-19 testing screening.
- Patient is **NOT** to arrange own testing clearance & walk-ins are not permitted (facility controls timing of testing).
- Educate Patient on the needs to avoid social interaction for exposure prevention.





Pre-procedure Patient's Instructions (Following COVID-19 Testing)
Safety and Prevention Recommendations

To protect yourself prior to your scheduled procedure, please follow the instructions below.

If you do not have your COVID-19 testing appointment yet, our pre-surgery department will be calling you to coordinate a convenient time and place for you.

- Do your best to stay at home until your surgery date.
- If you have to work, please practice proper safety preventive measures such as hand hygiene, social distancing and wearing a mask to protect yourself and others.
- Maintain social distancing and always stay at least six feet at all times.
- While at home, limit visitors and social interactions.
- Wear a facemask while in a room with others and while at the workplace.
- Wash hands often and thoroughly with soap and water for at least 20 seconds. If soap and water are not available, use an alcohol-based hand sanitizer with at least 70 percent alcohol, covering all surfaces of your hands and rubbing them together until they feel dry.
- Avoid touching your face, eyes, nose, and mouth with unwashed hands.
- Do not share dishes and eating utensils with other people in your home, unless they have been properly washed and cleaned.
- Disinfect all surfaces, such as counters, tabletops, doorknobs and bathroom fixtures with household disinfectants.

Adherence to these self-isolation precautions is very important for your health and safety prior to your outpatient procedure.

Instrucciones Preoperatorias para el Paciente (Después de la prueba de la COVID-19)

Recomendaciones por seguridad y prevención.

Con el fin de protegerse antes del procedimiento que tiene programado, siga las instrucciones que se presentan a continuación.

Si usted aun no tiene su cita para el examen de COVID-19, nuestro departamento de pre-cirugía lo llamara para coordinar el lugar y la hora de su conveniencia.

- Haga lo posible por permanecer en su casa hasta el día de su cirugía.
- Si tiene que trabajar, aplique medidas de prevención y seguridad tales como lavarse las manos, mantener una distancia de seis pies con respecto a los demás y usar una mascarilla para protegerse, tanto usted mismo como a los demás.
- Mantenga el distanciamiento social y siempre permanezca a seis pies de distancia en todo momento.
- Limite las visitas y la interacción social mientras esté en su casa.
- Use una mascarilla cuando esté cerca de otras personas y mientras esté en el trabajo.
- Lávese las manos bien y frecuentemente con agua y jabón durante al menos 20 segundos. Si no dispone de agua y jabón, límpieselas con una solución desinfectante para las manos que contenga al menos 70% de alcohol, recúbrase todas las superficies de las manos con esta solución y frótesselas hasta que las sienta secas.
- Evite tocarse los ojos, la nariz y la boca sin haberse lavado las manos.
- No comparta platos, vasos, tazas ni cubiertos con otras personas, a menos los hayan lavado bien con agua y jabón.
- Desinfecte todas las superficies de contacto frecuente, tales como mesones, mesas, manillas de las puertas, llaves y grifos con productos de limpieza domésticos.

Es muy importante que cumpla con estas precauciones de aislamiento voluntario por su salud y su seguridad antes de su procedimiento ambulatorio.

Baptist Health South Florida
Healthcare that Cares

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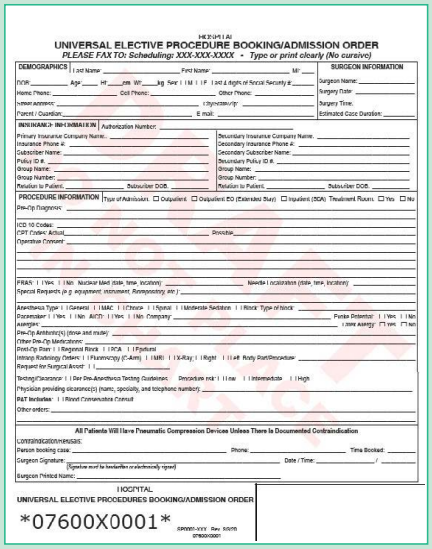
STEP 3

Communicate to Facility:

- Provide "Universal Booking Sheet Orders" to patient's facility PAT department.
- **Note to Physician:** If utilizing alternate* facility for COVID-19 screening, then provide a separate script to the PAT department for COVID-19 test with DX: "COVID-19 Screening for Pre-Op Clearance".

**Alternate facility means that COVID-19 testing will be done in an alternate Baptist Health facility from where the surgery will take place.*



HOSPITAL
UNIVERSAL ELECTIVE PROCEDURE BOOKING/ADMISSION ORDER
PLEASE FAX TO: Scheduling: XXX-XXX-XXXX • Type or print clearly (No cursive)

DEMOGRAPHICS | SURGEON INFORMATION

INSURANCE INFORMATION | Authorization Number:

PROCEDURE INFORMATION

All Patients Will Have Pneumatic Compression Devices Unless There Is Documented Contraindication

HOSPITAL
UNIVERSAL ELECTIVE PROCEDURES BOOKING/ADMISSION ORDER

07600X0001

Baptist Health South Florida
Healthcare that Cares

Pre-surgery/Procedure
COVID-19 Testing Sites

Patients will be tested at the entity where they are scheduled for surgery; in the event that a patient cannot go to their surgery site for testing, the pre-surgery department will coordinate a more convenient location. Pre-surgery planning departments will provide an appointment time to each patient. Additional testing time slots and locations will be added as needed.

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Baptist Health South Florida
Healthcare that Cares

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- Maintain social distancing and always stay at least six feet at all times.
- While at home, limit visitors and social interactions.
- Wear a face mask while in a room with others and while at the workplace.
- Wash hands often and thoroughly with soap and water for at least 20 seconds. If soap and water are not available, use an alcohol-based hand sanitizer with at least 70 percent alcohol, covering all surfaces of your hands and rubbing them together until they feel dry.
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- Desinfecte todas las superficies de contacto frecuente, tales como mesones, mesas, manillas de las puertas, llaves y grifos con productos de limpieza domésticos.

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Baptist Health South Florida
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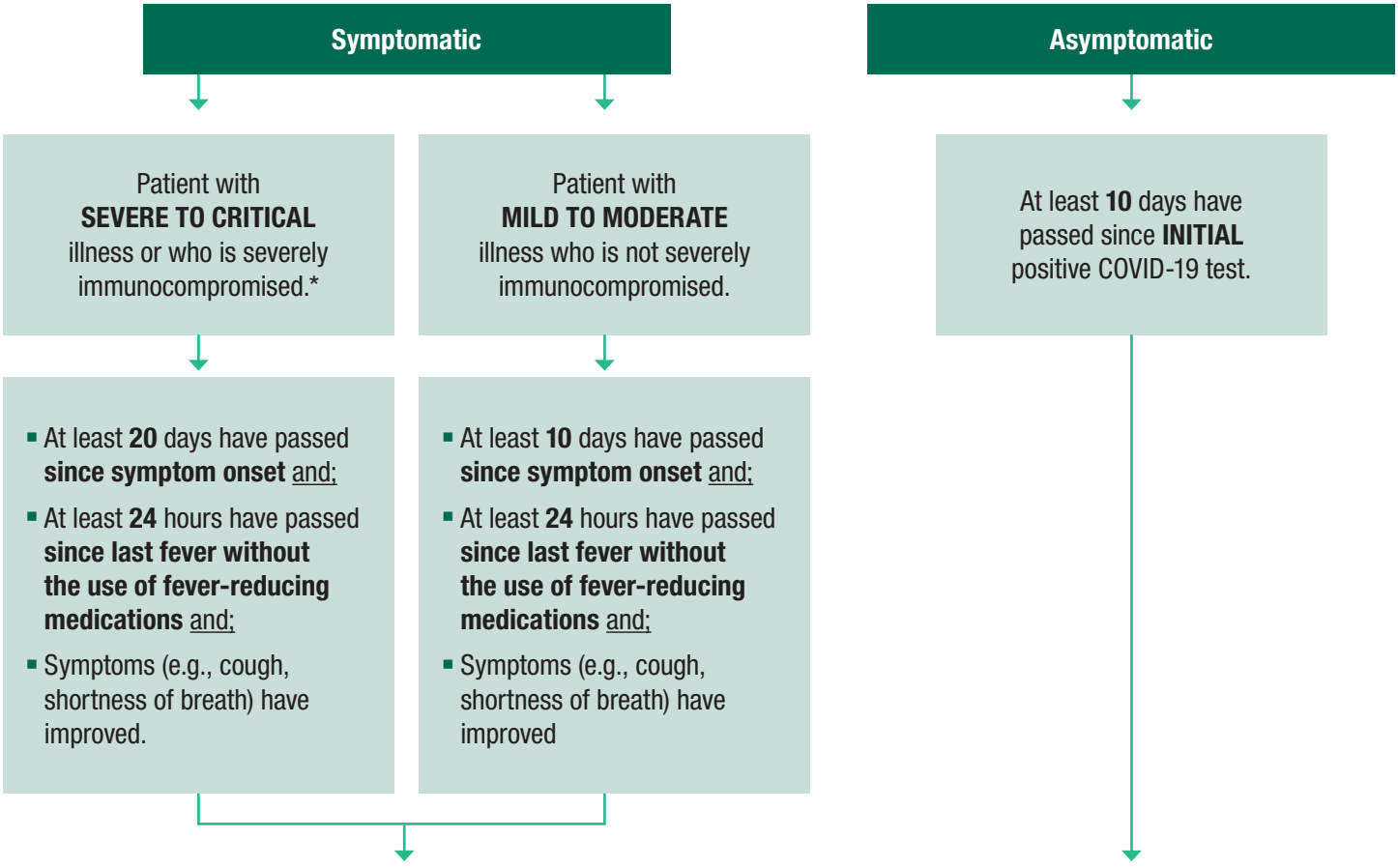
Criteria for Discontinuing COVID-19 Isolation for In-Hospital Transfer of Patients off COVID-19 Units



DEFINITIONS:

Mild Illness: Individuals who have any of the various signs and symptoms of COVID-19 (e.g., fever, cough, sore throat, malaise, headache, muscle pain) without shortness of breath, dyspnea, or abnormal chest imaging.

Moderate Illness: Individuals who have evidence of lower respiratory disease by clinical assessment or imaging, and a saturation of oxygen (SpO2) ≥94% on room air at sea level.

Severe Illness: Individuals who have respiratory frequency >30 breaths per minute, SpO2 <94% on room air at sea level (or, for patients with chronic hypoxemia, a decrease from baseline of >3%), ratio of arterial partial pressure of oxygen to fraction of inspired oxygen (PaO2/FiO2) <300 mmHg, or lung infiltrates >50%.

Critical Illness: Individuals who have respiratory failure, septic shock, and/or multiple organ dysfunction.

- For Post-Acute discharges, utilize the following algorithm: **Hospital to Post-acute Facility Transfer of Covid-19.**
- For Re-Admitted patients, utilize the following algorithm: **Determining Need for Isolation for COVID-19 Positive Patient Requiring Admission/Readmission.**

https://www.cdc.gov/coronavirus/2019-ncov/hcp/duration-isolation.html

August 25, 2020

Baptist Health South Florida
Healthcare that Cares

Imaging

Patient Scheduling Guidelines

Hospital Outpatient Imaging

- 30-minute buffers across all modalities.
  - Exception: CT & MRI remain as is.
  - Walk-ins will not be accepted.

Off-Campus Imaging Centers

- Staggering appointment times to lower density of patients in center.
  - 30-minute blocks between patients depending on modality.
  - Accept email or photo RX orders for physicians still working remotely.
- When the outpatient centers start accepting PUIs, they will be scheduled in dedicated exam rooms at the end of the day.
- U/S: Single hand scanning technique will be used and virtual visitor protocol implemented for OB-GYN procedures.
- Direct patients requesting results and images to patient portal to minimize foot traffic on-site.
- Update appointment reminders to include messaging, reassuring patients that we are safe, we are clean, we are ready to care for them.
- Expand hours at open locations to accommodate back-logs, for example, evening hours and "Screening & Non-Contrast Saturdays".

Contactless Registration

- Ramp-up pre-registration efforts to pre-register as many patients as possible.
- Collect any and all patient information and payments in advance.
- Implement remote registration.
- Evaluate sending text notifications to patients waiting in car when room is ready for a "walk-in" experience.
- If/when signatures are required, obtain electronic signatures or single-use/disposable pens.
- Implement advance on-line registration where feasible.
- Evaluate Phreesia or other solutions for mobile check-in.

Patient Screening Guidelines

- Continue Triple Screening (Temperature and COVID questions):
  - Upon scheduling, ask patients if they have any fever, symptoms or risk factors.
  - Call patient the day/evening prior to appointment to ask if they have any fever, symptoms or risk factors.
  - Upon arrival take infrared temperature, ask if they have any symptoms and risk factors.

Outpatient Imaging Updates

Contactless Registration

100 Percent Pre-registration and Payment Collection

Triple Screening
- At Scheduling
- At Registration Over the Phone
- Before Exam

Evaluate Text Notifications for a "Walk-In" Experience

Evaluate Online Registration and Technology Solutions

Safety Measures

Employee and Patient Screening

Staggering Patient Appointments for Social Distancing

Separation in Lobbies

Appropriate PPE by Modality

Adhere to Baptist Health Visitor Policy

Trained, On-site Environmental Staff

COVID-19 Imaging Updates

	Step 1: May 6	Step 2: May 11
Locations	■ Boca, Sandler Pavilion (Lynn Cancer Institute) ■ Boca, Lynn Women's Health & Wellness Institute ■ Boynton Beach (Health City) ■ Davie ■ Kendall (Baptist Outpatient Center) ■ Palmetto Bay ■ Westchester ■ Cardiac & Vascular Diag Center at Galloway* *Currently open for urgent and STAT cases ■ All Hospital Outpatient Imaging Locations	■ All locations listed from Step 1 ■ Coral Gables ■ Doral ■ Miami Beach ■ Brickell ■ Country Walk ■ Pembroke Pines ■ Tamiami Trail ■ Boca Clinic ■ Coral Springs ■ Wellington ■ Clint Moore
All Modalities	■ X-ray ■ CT Scan ■ MRI ■ PET-CT ■ Mammography ■ Ultrasound ■ Bone Density ■ High Priority Mammo & US at certain locations	■ X-ray ■ CT Scan ■ MRI ■ PET-CT ■ Mammography ■ Ultrasound ■ Bone Density ■ High Priority Mammo & US at certain locations

Rehab Patient Scheduling and Screening Criteria

Patient Scheduling Criteria

- Reach out to previous patients who were placed on hold or stopped therapy due to COVID-19.
- Patients will be scheduled for 45- or 60-min sessions as to maintain social distancing in clinical areas.
- Patient's insurance will be reverified and re-certifications will be scheduled to ensure POCs are in order and new prescriptions
  are obtained.
- Reach out to new referrals for scheduling of evaluations after May 11.
- Flex staff to meet demands.
- Close staff areas that encourage employees to congregate or limit personnel allowed in the area at one time.

Patient Screening Criteria

- Screening questions at time of scheduling.
- Screening questions at point of entry.
- Temperature screening of all persons at point of entry.
- Patients and staff masked at all times in building.
- Patients wash/sanitize hands when entering the area.
- Surfaces and equipment disinfected between patients.

Rehab Patient Scheduling and Screening Criteria

	Scheduling Criteria	Screening Criteria
Child Development Center	1. Early intervention patients who need updated service authorizations by Early Intervention program: 38. 2. Speech therapy evaluations: 15; Physical therapy evaluation: 1. 3. Infant clinics: 99. 4. Patients who were active when we closed March 17 and need benefits verification and re-registration: 184. 5. One-hour blocks for scheduling.	1. Screening questions at point of entry for children (respiratory questions, cough, shortness of breath and/or low-grade fever, if someone in the family is COVID +.) 2. Temperature screening of all persons at point of entry. No entry if parent has temperature greater than 100.4°F.
Homestead Hospital	1. Reach out to previous patients who were placed on hold or stopped therapy due to COVID-19 . 2. Patients will be scheduled for one-hour sessions to maintain social distancing in clinical areas. 3. Patient's insurance will be reverified and recertifications will be scheduled. 4. Reach out to new referrals for scheduling of evaluations after May 11 (no priority ranking at this time). 5. Flex staff to meet demands. 6. No children allowed until system approves.	1. Screening questions at time of scheduling. 2. Screening questions at point of entry. 3. Temperature screening of all persons at point of entry.
West Kendall Baptist Hospital	1. Priority scheduling for: ▪ Post-surgical/post-fracture. ▪ Injured employees. ▪ Acute vertigo. ▪ Condition in which the patient will suffer negative outcomes if not seen and assessed on-site. 2. Schedule in one-hour time slots. 3. Visitors asked to wait in their car if the waiting room is too full.	1. Screening questions at time of scheduling. 2. Screening questions at point of entry. 3. Temperature screening of all persons at point of entry. 4. Patients and staff masked at all times in building. 5. Patients wash hands prior to being seen and as needed.
Baptist Hospital	1. Priority scheduling for: ▪ Post-surgical/post-fracture. ▪ Stroke/traumatic brain injury. ▪ Injured employees. ▪ Acute vertigo. ▪ Condition in which the patient will suffer negative outcomes if not seen and assessed on-site. 2. Schedule in 45-minute time slots.	1. Screening questions at time of scheduling. 2. Screening questions at point of entry. 3. Temperature screening of all persons at point of entry. 4. Patients and staff masked at all times in building.
Mariners Hospital	1. Priority scheduling for: ▪ Post-surgical/post-fracture. ▪ Stroke/traumatic brain injury. ▪ Injured employees. ▪ Acute vertigo. ▪ Condition in which the patient will suffer negative outcomes if not seen and assessed on-site. 2. Schedule in 45-minute time slots.	1. Screening questions at time of scheduling. 2. Screening questions at point of entry. 3. Temperature screening of all persons at point of entry.

Rehab Patient Scheduling and Screening Criteria

	Scheduling Criteria	Screening Criteria
Fishermen's Community Hospital	1. Priority scheduling for: ▪ Post-surgical/post-fracture. ▪ Stroke/traumatic brain injury. ▪ Injured employees. ▪ Acute vertigo. ▪ Condition in which the patient will suffer negative outcomes if not seen and assessed on-site. 2. Schedule in one-hour time slots.	1. Screening questions at time of scheduling. 2. Screening questions at point of entry. 3. Temperature screening of all persons at point of entry.
Doctors Hospital	1. Reach out to previous patients who were placed on hold or stopped therapy due to COVID-19. 2. Patients will be scheduled for one-hour sessions to maintain social distancing in clinical areas. 3. Patient's insurance will be reverified and recertifications will be scheduled. 4. Reach out to new referrals for scheduling of evaluations after May 11 (no priority ranking at this time). 5. Flex staff to meet demands. 6. No children allowed until system approves.	1. Screening questions at time of scheduling. 2. Screening questions at point of entry. 3. Temperature screening of all persons at point of entry.
Miami Beach	1. Reach out to previous patients who were placed on hold or stopped therapy due to COVID-19. 2. Patients will be scheduled for one-hour sessions as to maintain social distancing in clinical areas. 3. Patient's insurance will be reverified and recertifications will be scheduled. 4. Reach out to new referrals for scheduling of evaluations after May 11 (no priority ranking at this time). 5. Flex staff to meet demands. 6. No children allowed until system approves.	1. Screening questions at time of scheduling. 2. Screening questions at point of entry. 3. Temperature screening of all persons at point of entry.

Cardiac and Vascular Invasive Procedure
COVID-19 Recovery Scheduling Grid*
(Subject to Change)

	Step 1	Step 2	Step 3
	May 6, 2020-May 12, 2020	**May 13, 2020-May 26, 2020**	**May 27, 2020**
Vulnerable Individuals* **	**No vulnerable individuals**	**Selected vulnerable individuals**	**Includes vulnerable individuals**
Visitor Status	**Not permitted**	**Not permitted**	**1 visitor allowed****
LOS Anticipated	**Hospital Outpatient Discharged from CV Prep/ Recovery****	**Hospital Outpatient + 23 hours**	**>24 hours**
Post-Op ICU need	**Very Unlikely**	**< 5%**	**5-10%**
Possible procedures include, but not limited to, the following examples:	**Structural Heart** ▪ **Urgent TAVR/Mitral Clip/ TMVI** ▪ **Urgent Tricuspid Valve Repair** ▪ **Urgent Valvuloplasty** ▪ **Urgent Closure** (ASD/PDA/PFO/VSD/ LAAO) ▪ **Urgent Closure or Paravalvular Leak** (Aortic/Mitral) ▪ **Urgent Septal Reduction Therapy**	**Structural Heart** ▪ **Urgent TAVR/Mitral Clip/ TMVI** ▪ **Urgent Tricuspid Valve Repair** ▪ **Urgent Valvuloplasty** ▪ **Urgent Closure** (ASD/PDA/PFO/VSD/ LAAO) ▪ **Urgent Closure or Paravalvular Leak** (Aortic/Mitral) ▪ **Urgent Septal Reduction Therapy**	**Structural Heart** ▪ **TAVR/Mitral Clip/ TMVI** ▪ **Tricuspid Valve Repair** ▪ **Valvuloplasty** ▪ **Closure** (ASD/PDA/PFO/VSD/ LAAO) ▪ **Closure or Paravalvular Leak** (Aortic/Mitral) ▪ **Septal Reduction Therapy**
	Interventional Cardiology ▪ **Cardiac Cath** (Dx/Intervention) ▪ **TEE/Cardioversion** ▪ **Pericardiocentesis** ▪ **Urgent Septal Reduction Therapy**	**Interventional Cardiology** ▪ **Cardiac Cath** (Dx/Intervention) ▪ **TEE/Cardioversion** ▪ **Pericardiocentesis** ▪ **Urgent Septal Reduction Therapy**	**Interventional Cardiology** ▪ **Cardiac Cath** (Dx/Intervention) ▪ **TEE/Cardioversion** ▪ **Pericardiocentesis** ▪ **Urgent Septal Reduction Therapy**

Baptist Health South Florida
Healthcare that Cares

Cardiac and Vascular Invasive Procedure
COVID-19 Recovery Scheduling Grid*
(Subject to Change)

	Step 1	Step 2	Step 3
	May 6, 2020-May 12, 2020	**May 13, 2020-May 26, 2020**	**May 27, 2020**
Possible procedures include, but not limited to, the following examples:	**Electrophysiology** ▪ **EP Studies** ▪ **Pacemaker/ICD Insertion/ Replacement** ▪ **Event Recorder Insertion/ Removal** ▪ **EP Ablations** (AV/SVT/VT/PVI) ▪ **Pocket Revisions**	**Electrophysiology** ▪ **EP Studies** ▪ **Pacemaker/ICD Insertion/ Replacement** ▪ **Event Recorder Insertion/ Removal** ▪ **EP Ablations** (AV/SVT/VT/PVI) ▪ **Pocket Revisions**	**Electrophysiology** ▪ **EP Studies** ▪ **Pacemaker/ICD Insertion/ Replacement** ▪ **Event Recorder Insertion/ Removal** ▪ **EP Ablations** (AV/SVT/VT/PVI) ▪ **Pocket Revisions**
	Device Management ▪ **Diagnostic, pre/post procedure device programming and interrogations**	**Device Management** ▪ **Diagnostic, pre/post procedure device programming and interrogation**	**Device Management** ▪ **Diagnostic, pre/post procedure device programming and interrogation**
	Interventional Neuro ▪ **Urgent Carotid Stenting** (CAS/TCAR) ▪ **Diagnostic Angiography** ▪ **Intracranial Embolizations** (Hemorrhage, Aneurysm, AVM/ AVF, meningioma, tumor, etc.) ▪ **Extracranial Embolization** (Epistaxis, TMJ, Tumor) ▪ **Extracranial AVM/AVF** ▪ **Spinal** (Dx and Embolization) ▪ **Vertebroplasty/ Kyphoplasty/ Sacroplasty**	**Interventional Neuro** ▪ **Urgent Carotid Stenting** (CAS/TCAR) ▪ **Diagnostic Angiography** ▪ **Intracranial Embolizations** (Hemorrhage, Aneurysm, AVM/ AVF, meningioma, tumor, etc.) ▪ **Extracranial Embolization** (Epistaxis, TMJ, Tumor) ▪ **Extracranial AVM/AVF** ▪ **Spinal** (Dx and Embolization) ▪ **Vertebroplasty/ Kyphoplasty/ Sacroplasty**	**Interventional Neuro** ▪ **Urgent Carotid Stenting** (CAS/TCAR) ▪ **Diagnostic Angiography** ▪ **Intracranial Embolizations** (Hemorrhage, Aneurysm, AVM/ AVF, meningioma, tumor, etc.) ▪ **Extracranial Embolization** (Epistaxis, TMJ, Tumor) ▪ **Extracranial AVM/AVF** ▪ **Spinal** (Dx and Embolization) ▪ **Vertebroplasty/ Kyphoplasty/ Sacroplasty**

Cardiac and Vascular Invasive Procedure
COVID-19 Recovery Scheduling Grid*
(Subject to Change)

	Step 1	Step 2	Step 3
	May 6, 2020-May 12, 2020	**May 13, 2020-May 26, 2020**	**May 27, 2020**
Possible procedures include, but not limited to, the following examples:	**Interventional Oncology** ▪ **Tumor Ablation** (Cryo, IRE, MW, RF, Laser) ▪ **Embolization** (tumor, organ, etc.) ▪ **Bone Marrow Harvest**	**Interventional Oncology** ▪ **Tumor Ablation** (Cryo, IRE, MW, RF, Laser) ▪ **Embolization** (tumor, organ, etc.) ▪ **Bone Marrow Harvest**	**Interventional Oncology** ▪ **Tumor Ablation** (Cryo, IRE, MW, RF, Laser) ▪ **Embolization** (tumor, organ, etc.) ▪ **Bone Marrow Harvest**

***In addition to cases that are emergent and meet prior criteria.

****Contingent upon entity staffing, PPE and blood availability, and social distancing/capacity guidelines.

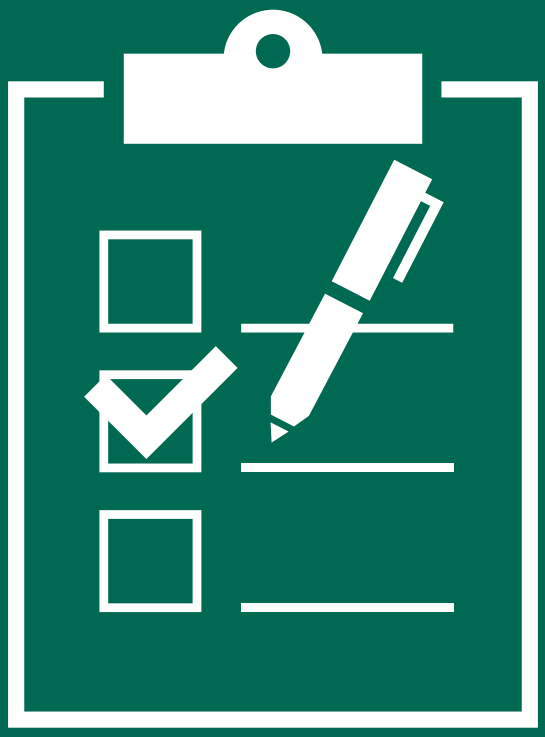
*****Vulnerable Individuals (definition based on the following in conjunction with the physician's assessment and clinical judgment): 1) Elderly individuals, individuals living in a nursing home or long-term care facility; 2) Individuals with serious underlying health conditions that are not well controlled, including high blood pressure, chronic lung disease, diabetes, obesity, asthma, and those whose immune systems are compromised by chemotherapy for cancer and other conditions requiring such therapy. Source: Opening Up America Plan/CDC.

International Patient Coordination
COVID-19 Workflows

Screening Workflow for all International Patients

- The BHI clinical team will take into consideration a patient's country of origin during the patient acceptance process.
- As part of the regular international care coordination process, BHI coordinators ask patients Baptist Health's screening questions (all calls are on recorded lines).
  - Patients also answer screening questions on BHI electronic intake forms.
- BHI coordinators inform patients that they will also undergo Baptist Health's triple screening process.
- BHI coordinators inform patients about Baptist Health's Visitor Policy.
- BHI coordinators inform patients that appointments and procedures will be canceled if patients test positive for COVID-19.
- BHI coordinators tell BHSF facility or physician practice schedulers (who enter notes in patients' records):
  - If international patients answer any screening questions in the affirmative.
    - If international patients need accommodations.

International Workflows by Facility Type	
Urgent Care	▪ All patients screened at Urgent Care Center entrances. ▪ If international patient answers in the affirmative to any screening questions, provider and staff care for patient using appropriate PUI PPE.
Imaging	▪ BHI screens international patients during intake process. ▪ BHI coordinator informs scheduler of patient's potential risk factors or required accommodations. ▪ Patients screened at Imaging Center entrances. ▪ If international patient answers in the affirmative to any screening questions, provider and staff care for patient using appropriate PUI PPE.
Outpatient Center Endoscopy	▪ BHI screens international patients during intake process. ▪ BHI coordinator informs scheduler of patient's potential risk factors or required accommodations. ▪ Patients screened at Endoscopy Center entrances. ▪ Providers and staff care for all patients using appropriate PUI PPE.
MCI/ Physician Practice	▪ BHI screens international patients during intake process. ▪ BHI coordinator informs scheduler of patient's potential risk factors or required accommodations. ▪ Patients screened at MCI/Physician Practice entrances and at each treatment area within MCI. ▪ If international patient answers in the affirmative to any screening questions, provider and staff care for patient using PUI precautions.
Surgery/ MCVI/ Hospital-based Endoscopy/ OB	▪ BHI screens international patients during intake process. ▪ BHI coordinator informs scheduler of patient's potential risk factors or required accommodations. ▪ Patients tested for COVID-19 in Pre-op Testing. ▪ Patients screened at Surgery Center or hospital entrances when they arrive for their procedures. ▪ If international patients answer in the affirmative to any screening questions, they are tested — as are all pre-procedural patients — with staff using appropriate PPE, based on testing results.



Printable Signage and Resources

Printable Signage and Resources

- BHSF Guidance for Initial Screening at Entry Point COVID-19 Screening Guidance 72
- All Patients Must Be Screened 73
- Risk of Transmission 74
- Your Health and Safety Are Important To Us — English 75
- Your Health and Safety Are Important To Us — Spanish 76
- Restrooms Unavailable 77
- Beverage Station Closed 78
- Pre-procedure Testing 79
- Because We Care: One Visitor Per Patient, Please 80
- No Visitors Allowed (1) 81
- No Visitors Allowed (2) 82
- Discard Tissues in Trash 83
- Masks Are a Must 84
- Wear Your Mask (1) 85
- Social Distancing Floor Decal 86
- Valet Parking Closed 87
- Wash Your Hands (2) 88
- Cover Your Nose and Mouth 89
- Wear Your Mask 90
- Social Distancing 91
- Social Distancing 92
- Please Do Not Sit 93
- Number of People per Area 94
- Number of People per Area, Spanish 95
- Tables Policy 96
- Water Fountain 97

BHSF Guidance for Initial Screening at Entry Point

COVID-19 Screening Guidance

This guide is based on guidelines from the CDC and the Florida Department of Health and is not meant to replace the clinical screening.

STEP 1*

COVID-19 Screening: What to Do.

Screen ALL who enter your facility including:

- All staff before the start of each work shift.
- All physicians.
- All visitors (including vendors).
- All patients.

**Provide masks and check temperature upon entry.*

STEP 2

Ask these questions to everyone:

Have you had any of these symptoms?

- Cough.
- Shortness of breath or chest tightness.
- Sore throat.
- Fever = or >100.4°F (chills/sweats).
- Diarrhea.
- Myalgia (body aches).
- New loss of taste or smell.

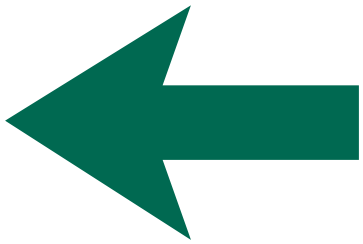
STEP 3

If the answer is YES to any of these questions:

- Follow the algorithm below based on your care setting.

Employee/ Physician	Family member or visitor (once admissible).	Patient coming through ED or Urgent Care Center.	Patient coming for pre-surgery/ procedure COVID-19 testing. Initial screening done by phone.	Patient coming for surgery/ procedure areas from home. Initial screening/ testing done.	Patient coming for diagnostics/ imaging/other outpatient visit. Hospital-based locations included.
Send individual home, advise to notify their leader and employee/ leader notifies OH; If medical care is needed, refer employee to their Primary care practitioner, Baptist Health Care On Demand or Emergency Room or Urgent Care.	No entry permitted. Encourage to visit Baptist Health Care On Demand, primary care provider, Urgent Care Center or Emergency Room.	Isolate patient to designated PUI or COVID-19 area and perform clinical screening in Cerner using the infectious disease screen.	Notify designated surgical/ procedural leader and escort patient to testing area if indicated.	Notify surgical/ procedural leader and have patient wait at entry point waiting area until decision on care is made. If allowed to proceed, patient escorted to appropriate location.	Perform additional clinical questions about the patient's current COVID-19 status** and then follow Outpatient Imaging algorithm for further recommendations. *** Have you been tested or been in contact with a +COVID-19 or PUI?*

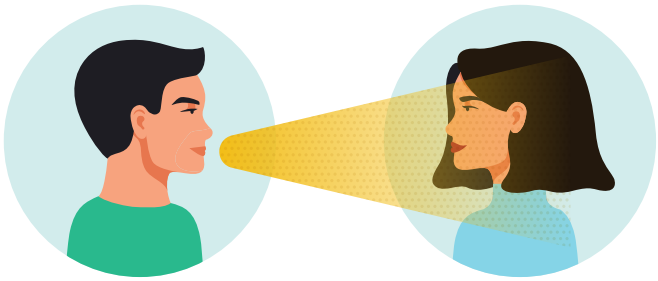
Baptist Health South Florida
Healthcare that Cares



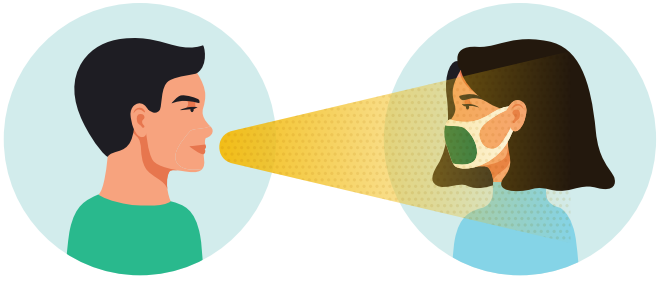
All patients must be screened in order to access building.

Se examinará a todos los pacientes antes de permitirles el ingreso al edificio.

Risk of Transmission



High Risk
of Transmission



Moderate Risk
of Transmission

Low Risk
of Transmission

Very Low Risk
of Transmission

No Risk
of Transmission

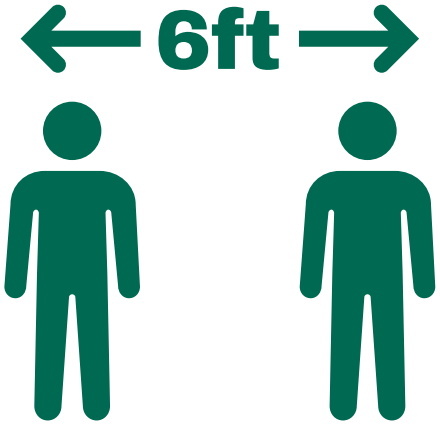
6 feet

Your health and safety are important to us.

Please limit this room to:

_____

People



Stay 6 feet apart.

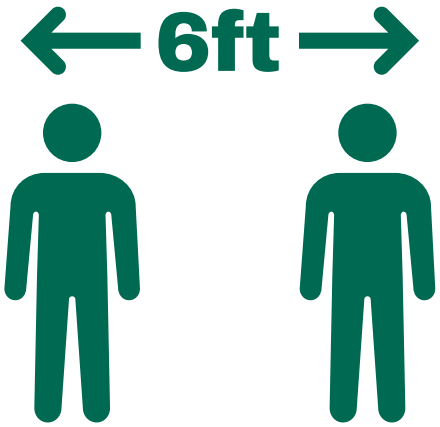
Wear a mask.

Su salud y su seguridad son muy importantes para nosotros.

Limite la capacidad de esta sala a:

_____

Personas



Mantenga una distancia de 6 pies con respecto a los demás.

Lleve puesta una mascarilla.

Your health is so important to us.

Please understand while this restroom is temporarily unavailable.

Thank you for caring.

Su salud es sumamente importante para nosotros.

Por este motivo, este baño está temporalmente cerrado.

Gracias por ayudarnos a cuidar de la salud de todos.

Because your health and safety are important to us,

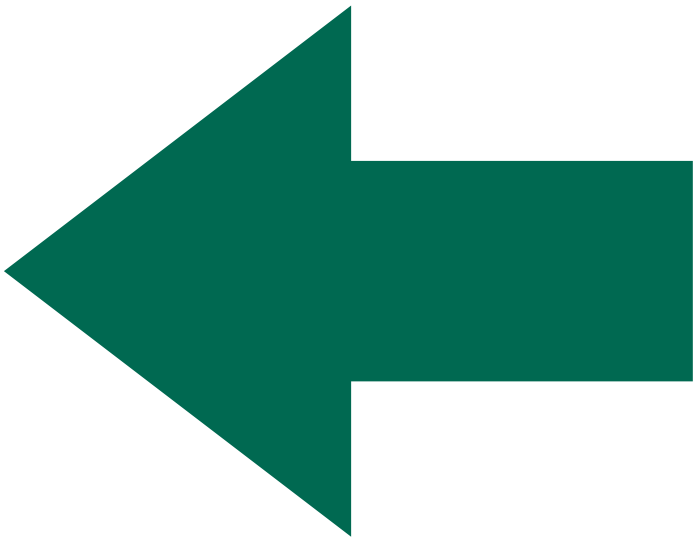
our complimentary **beverage** and **snack** stations are closed for now. Thank you for caring.

Porque su salud y su seguridad son importantes para nosotros,

nuestros puestos de **bebidas** y **refrigerios** gratuitos permanecerán cerrados por ahora.
Gracias por ayudarnos a cuidar de nuestra salud.

Pre-Procedure Testing

Pruebas para preoperatorio



Because we care:
One visitor per patient, please.

To protect the health and safety of our patients, families and employees:

- Visitors must be 18 or older.
- Visitors will be screened for cold and flu-like symptoms.
- All visitors will be provided with a mask that they must wear throughout their visit.

Porque nos preocupamos por usted, le rogamos se limite a un visitante por paciente.

Para proteger la salud y la seguridad de nuestros pacientes, familiares y empleados:

- Los visitantes deben ser mayores de 18 años.
- Se les harán pruebas para detectar síntomas similares a los del resfriado o la gripe.
- Todos los visitantes recibirán una mascarilla que deberán llevar puesta durante su visita.

No Visitors Allowed

For the health and safety of our patients and employees, visitors are not allowed.

Visitors and family members are not permitted to wait in hallway. Please have them remain in office reception area. Thank you.

Visitor policy is subject to change.

No Se Permiten Visitas

Por la salud y la seguridad de nuestros pacientes y empleados, no se permiten visitas.

No se permite a los visitantes y familiares esperar en el pasillo. Les solicitamos que esperen en la sala de espera del consultorio. Gracias.

Esta política de visitantes está sujeta a cambios.

No Visitors Allowed

For the health and safety of our patients and employees, visitors are not allowed.

Exceptions may be made for those with special needs.

Visitor policy is subject to change.

No Se Permiten Visitas

Por la salud y la seguridad de nuestros pacientes y empleados, no se permiten visitas.

Sin embargo se harán excepciones para aquellos con necesidades especiales.

Esta política de visitantes está sujeta a cambios.

For everyone's health and safety, kindly dispose of used tissue in the trash.

Thank you for caring.

Por la salud y la seguridad de todos, le pedimos que deseche los pañuelos de papel en el basurero.

Gracias por ayudarnos a cuidar de la salud de todos.

Masks Are A Must

Even if you have your own mask, please wear the one we provide at all times. Thank you.

Las mascarillas son obligatorias

Aunque tenga su propia mascarilla, utilice en todo momento la que le entregamos. Gracias.

For the health and safety of everyone,

please wear your mask at all times
and maintain 6 feet of separation.

Thank you for caring. #STOPTHESPREAD

Por la salud y seguridad de todos,

le rogamos que lleve puesta la mascarilla en todo momento y mantenga una distancia de 6 pies.

Gracias por ayudarnos a cuidar
de la salud de todos.

#DETENGALAPROPAGACIÓN

Thank you for practicing social distancing.

Gracias por practicar el distanciamiento social.

Drop-offs only.

We look forward to when
we can resume valet parking.
Please stay well.

El servicio de estacionamiento de valet no se encuentra disponible.

Cada persona debe estacionar
su vehículo. Esperamos retomar el
servicio de valet cuando sea posible.
Le rogamos esté bien.

Clean Hands Prevent Illness

Las manos limpias previenen las enfermedades

1

Wet hands with warm water.

Moje sus manos con agua tibia.

2

Apply soap and make a lather.

Aplique jabón y haga espuma.

3

Scrub backs of hands, wrists, between fingers and under fingernails for 20 seconds.

Frótese las palmas de las manos, las muñecas, entre los dedos y debajo de las uñas durante 20 segundos.

4

Rinse well under running water.

Enjuague bien con agua.

5

Use a paper towel until hands are completely dry.

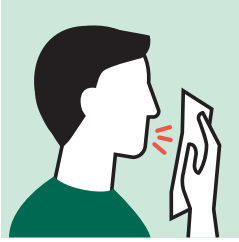
Utilice una toalla de papel hasta que las manos estén completamente secas.

6

If possible, turn off the faucet with a paper towel.

Si es posible, utilice una toalla de papel cuando cierre la llave del agua.

Please cover your nose and mouth when coughing or sneezing:



Always use a tissue; if you don't have one, use your elbow or upper sleeve.

Be sure to throw the tissue away.

Be kind to others. Wear a mask if you're coughing or sneezing often.

Wash your hands with soap and water for at least 20 seconds after coughing or sneezing, or use an alcohol-based hand sanitizer if soap and water aren't available.

Thank you for following these simple steps to keep germs from spreading and for caring for each other.

For the health and safety of our patients and employees, please wear your mask at all times. Thank you.

Por la salud y la seguridad de nuestros pacientes y empleados, le rogamos que lleve puesta la mascarilla en todo momento. Gracias.

A Friendly Reminder:

Because your health and safety are important to us, we kindly ask that you practice **social distancing** by staying **6 feet apart** in conference rooms and lounges.

Por Favor Recuerde:

Porque su salud y su seguridad son importantes para nosotros, le pedimos que tenga la amabilidad de practicar el **distanciamiento social** manteniéndose a **6 pies de distancia** en las salas de conferencias y demás salas.

Please Maintain 6 Feet of Separation

#STOPTHESPREAD

Por favor mantenga una distancia de 6 pies

#DETENGALAPROPAGACIÓN

Your health is so important to us.

So please don't take this seat. And please practice social distancing. Thank you for caring.

Su salud es sumamente importante para nosotros.

Por eso le pedimos que no tome este asiento y que por favor practique el distanciamiento social.

Gracias por ayudarnos a cuidar de la salud de todos.

Your health is so important to us.

So please don't take this seat. And please practice social distancing. Thank you for caring.

Su salud es sumamente importante para nosotros.

Por eso le pedimos que no tome este asiento y que por favor practique el distanciamiento social.

Gracias por ayudarnos a cuidar de la salud de todos.

Because your health and safety are important to us,

we kindly ask that you limit the occupancy in this area to X people.

Please practice social distancing by staying 6 feet apart.

Porque su salud y su seguridad son importantes para nosotros,

le pedimos que tenga la amabilidad de respetar el límite de ocupantes en esta área a no más de X personas.

Le pedimos que practique el distanciamiento social manteniendo una distancia de 6 pies.

For everyone's health and safety,
please limit tables to two people.
Thank you for caring.

Por la salud y la seguridad de todos,
le pedimos que limite a dos la cantidad
de personas por mesa.
Gracias por ayudarnos a cuidar
de la salud de todos.

For everyone's health and safety,
please limit tables to two people.
Thank you for caring.

Por la salud y la seguridad de todos,
le pedimos que limite a dos la cantidad
de personas por mesa.
Gracias por ayudarnos a cuidar
de la salud de todos.

For everyone's health and safety,
please refrain from using the water fountain.
The front desk has bottled water for your
convenience. Thank you for caring.

Por la salud y la seguridad de todos,
por favor absténgase de usar la fuente de agua.
Para su comodidad, en el mostrador de recepción se
ofrecen botellas de agua. Gracias por ayudarnos a
cuidar de la salud de todos.

Baptist Health South Florida

Healthcare that Cares

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