



Infection Prevention & Control Guidance: Ambulatory Care/Outpatient Services During COVID-19 – All Phases

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Pre-Procedure Patient Information

Patients will be advised that:

- Upon arrival at the facility a new face mask will be provided to them and this mask is required to be worn while in Horizon facilities
- If accompanied by a family member/caregiver, the support person will be requested to return later or wait in their vehicle until they are notified for post-procedure pick-up. Exception: patients requiring assistance with mobility would be allowed one family member/caregiver to assist
- If symptomatic or have other risk factors including travel history, to call ahead so that special arrangements can be made to safely provide care. This will involve the use of additional precautions to protect patients, employees and physicians from the spread of COVID-19.

Day of Procedure - For Patients Meeting Screening Criteria

1. Upon entrance to the hospital the patient and family member/caregiver will be screened for symptoms of COVID-19 and contact/travel history, provided a face mask (if not wearing one), asked to clean their hands and directed to the Ambulatory Care/Outpatient Services Registration Area.
2. Following registration, the patient will proceed directly to the procedure area. Patients who require assistance will be accompanied by their family member/caregiver.
3. Family member/caregiver may be asked to return later or wait in the vehicle until they are notified for post-procedure pick-up.
4. Chairs in the waiting room will be spaced 2 metres apart, and face masks will be worn by all family members/caregivers who are unable to wait in the car or offsite.
5. The Ambulatory Care/Outpatient Services pre-procedure/recovery area will maximize the distance between each bed space (to comply with 2-meter distance requirement); occupied bed spaces are separated by a closed privacy curtain and have an accessible alcohol-based hand rinse (ABHR) dispenser. When 2-meter physical distance cannot be maintained between each bed space, ensure privacy curtains are closed.
6. Routine cleaning of the ambulatory space will be required after the procedure/outpatient visit.

Day of Procedure – For Patients Requiring Additional Precautions:

1. Ambulatory Care/Outpatient Services department alerts the screeners in advance of a patient who will fail the screening questions or who is exempt from wearing a face mask.
2. If a patient presents to a Horizon facility and fails screening, the screeners will contact the department for further directions.
3. Screeners will ask the patient to wait in a physically distanced designated space to be escorted to the clinic.
4. Patient is escorted directly to a private room or a cubicle with privacy curtains closed. Patient does not go to the waiting area (Note: Gown and gloves are not required to escort the patient to the Ambulatory Care/Outpatient Services area)
5. Patient will be managed under Droplet/Contact Precautions.
6. Upon completion of procedure, patient is escorted out of the facility.
7. Terminal cleaning of the ambulatory space will be required after the procedure/outpatient visit.

Note:

- Patients who travel from a higher risk area (e.g. patient from an area in an orange phase coming to an area in a yellow phase) are managed under Droplet/Contact Precautions (or Full Precautions if an aerosol generating medical procedure is being performed).
- Patients coming from areas in the same color phase do not require additional precautions and are managed under Routine Precautions.

Procedure Room Process

1. Patients will have their pre-procedure assessment and COVID-19 screening completed by the HCW in their pre-procedure bed space, this same space is used for post-procedure care. This will reduce the need for cleaning between individual patients.
2. Patients will continue to wear their face mask throughout their entire stay. Depending on the type of procedure (which may include oxygen delivery) the patient's face mask may need to be removed for the provision of care. Immediately following the procedure, the patient will don a medical grade face mask for the remainder of their hospital visit.
3. The patient's discharge instruction can proceed as usual (with appropriate distancing and protective measures).
4. The family member/caregiver should be notified by phone when the patient is ready for discharge. The HCW will review follow-up plans at that time if previously authorized by the patient. The patient may ambulate to the vehicle or be transported by wheelchair at the HCWs discretion.

References:

American Society for Gastrointestinal Endoscopy Guidance for Resuming Gi Endoscopy And Practice Operations After The Covid-19 Pandemic <https://www.asge.org/docs/default-source/default-document-library/asge-guidance-for-reopening/4-28-2020.pdf>