COVID19 LABCORP TESTING PROTOCOL

Initiating Department(s): Risk Management and Safety

Staff Responsible: Nursing Staff, Provider (Non-Dental) Staff, Front Office, Compliance

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Protocol Statement: Johnson Health Center (JHC) ensures patient access to appropriate COVID-19 testing while safeguarding staff. JHC monitors tests for results and informs patients and VDH in a timely manner of results.

Definitions: JHC is initially performing COVID Polymerase chain reaction (PCR) testing. This test examines respiratory secretions from nose or throat. PCR tests are performed at drive-up tent settings to minimize patient and staff exposure when a potential infected person is identified for testing.

Locations: Area 1 is designated for patient check-in by the Front Office staff. Area 2 is designated for lab collection by the Testing staff.

COVID19 LabCorp lab name:

- 2019 Novel Coronavirus (COVID-19)

Testing visit type:

- COVID LabCo for tests sent to LabCorp

Telephone Encounter reasons:

- "COVID-19 CM Lab Order" for TEs for Care Managers to identify that they have placed a COVID-19 test order
- "VDH COVID-19 Positive" for TEs to VDH with positive results
- "COVID-19 Results" for TEs to the patient with results positive or negative
- "COVID-Test Follow-Up" for TEs for Front Office staff to reach the patient after a No Show

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Protocol:

1. Patient Testing Priority:
    a. Patients that are High Priority to be tested are:
        - Healthcare facility workers, workers in congregate living settings (including prisons, nursing homes, and shelters) with symptoms, and first responders with symptoms

        - Patients identified through public health cluster and selected contact investigations

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b. Patients that are a Priority to be tested are:
- Patients with symptoms including: fever, cough, shortness of breath, chills, muscle pain, new loss of taste or smell, vomiting or diarrhea and/or sore throat

- Patients without symptoms who are prioritized by health departments or clinicians, for any reason, including but not limited to: public health monitoring, or screening of other asymptomatic individuals according to state and local plans

2. A Provider or Care Manager orders the test based on symptoms protocol and priority rules. The ordering individual creates the appropriate lab order in the patient's chart. For Care Managers, they create a "COVIDLabCo" Visit on the COVID-Test 320 resource schedule. Care Managers create a lab inside the progress note attached to that visit. For Providers, they create the lab in the progress note of their current visit. The ordering individual, especially for patients in Bedford, may choose to refer patients to testing at a non-JHC test site due to distance.

3. The ordering individual is assigned the lab and monitors the lab for results. A designated Care Manager monitors all pending COVID-19 labs, even those ordered by other ordering individuals including providers.

4. The ordering individual informs the front office at the testing facility by calling ext. 1200 to inform the front office of the order and the patient's name and date of birth. If the phone call is not answered, the ordering individual will call the Associate Director of Patient Access via ext. 1977 or at (434) 444-8526. The ordering individual will then instruct the patient to hold to be connected to the Front Office at the testing site.

5. If the order is placed within 2 hours of closing of the testing site, front office staff coordinate with nursing staff to determine availability of testing before closing that day. If testing is not available, the front office staff schedule the test for the next available day.

6. The ordering individual transfers the call with the patient to the Front Office staff at ext. 1200 to confirm patient demographics including full name, DOB, address, best way to contact patient, telephone number(s), ethnicity/race, and insurance. For uninsured patients, front office staff collect Social Security Number. Front Office staff will inform the patient of the exact testing site location and how to get there.

7. If a COVID visit has not been created for the patient, the Front Office staff create an encounter using the "COVIDLabCo" visit type on the COVID-Test 320 resource schedule and set the appointment to the designated time. Front Office staff document in the Billing Notes section of the appointment "*patient receiving care for COVID19*". Front Office staff notify testing staff 15-minutes before the scheduled test via JHC's internal instant messaging service.

8. If the patient presents for testing, Front Office staff will verify their name and DOB, changing the appointment status to "Checked-In" using the laptop located in Area 1. The

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patient is instructed to go to Area 2 and wait for assistance. Front Office staff will notify the testing staff of the patient's arrival via JHC's internal instant messaging service. If the patient does not present for testing, Front Office staff set the appointment to "No Show".

9. In the case that the patient does not present for testing in the scheduled day, the front office reviews no-shows the next working morning and re-schedules with patients. Each attempt to reach the patient is documented as a TE with the reason "COVID-Test Follow-Up". If the front office staff cannot reach the patient after two attempts, the front office sends the *Urgent Unable-to-Contact Letter* to the patient's provided address following the ***UNABLE TO CONTACT PATIENT PROCEDURE***.

10. The nurse conducting testing confirms the patient's name and date of birth when the patient presents for testing. The nurse collecting diagnostic respiratory specimens from a patient with possible COVID-19 follows the below steps:
    a. Specimen collection is performed in the location specifically designated for COVID PCR testing
    b. Staff in the designated location wear an N95 or higher-level respirator, eye protection, gloves, and a gown. See ***COVID Precautions, PPE, and Exam Room Cleaning Protocol***.

11. Staff present during the procedure is limited to only those essential for patient care and procedure support including, but not limited to, nurses collecting specimens.

12. Only necessary caregivers or attendants may be present for specimen collection.

13. Nurse staff cleans procedure surfaces area promptly as described in the ***COVID-19 Precautions, PPE, and Exam Room Cleaning Protocol.***

14. Hands are washed (PREFERRED) with anti-microbial soap or an alcohol-based hand sanitizer is applied immediately after testing patients and/or cleaning procedure area; if sanitizer is used, then hands are washed with soap and water as soon as possible.

15. Nurse performs, administers, and packages the test according to manufacturer instructions and places test for lab courier pickup. Nurse then marks the patient checked out on the resource schedule.

16. Testing staff monitor themselves for fever and symptoms of COVID-19 daily.

17. If testing staff show any symptoms, they stay home, self-quarantine and notify their supervisor/department lead. See **STAFF WITH COVID19 SYMPTOMS PROTOCOL**.
18. If testing staff develops fever (T≥100.0 F) or symptoms consistent with COVID-19 while at work they keep their facemask on, inform their supervisor, and leave the workplace. The supervisor documents this in an Incident Report. See **STAFF WITH COVID19 SYMTPOMS PROTOCOL**.

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19. Each testing facility's nurse lead screens testing staff at the beginning of their shift for fever and symptoms consistent with COVID-19. The nurse lead measures staff temperatures and documents absence of symptoms consistent with COVID-19.

20. All staff with suspected COVID-19 are tested.

21. Test Results:
    a. Positive Results:
       - The ordering individual informs the patient's PCP by phone and reassigns the lab. The PCP creates a TE with the reason "COVID-19 Results" and contacts the patient to inform them of the results and to expect a call from VDH and to prepare a list of contacts.

       - Designated Care Manager notifies the Virginia Department of Health (VDH) at 434-841-5319 by 1pm daily after receipt of results via electronic interface with LabCorp directly into the EHR. The TE reason is set to "VDH COVID-19 Positive".

       - The designated Care Manager includes test date, result date, testing lab, patient demographics including full name, DOB, address, telephone number(s), race/ethnicity when they contact VDH.

       - VDH contacts the patient & researches patient contacts and other possible exposures.

    b. Negative Results:
       - Ordering individual or designee creates a TE with the reason "COVID-19 Results" and contacts the patient to inform them of the results.
       - As a VDH designated lab, LabCorp notifies VDH of negative test results.

22. The Quality and Compliance Coordinator runs a weekly report on COVID19 lab orders, results tracking, and lab reviewing and informs the designated Care Manager of any noncompliance.

References: CDC Interim Infection Prevention and Control Recommendations for Patients with Suspected or Confirmed Coronavirus Disease 2019 (COVID-19) in Healthcare Settings; updated 4/13/20; CDC Evaluating and Testing Persons for Coronavirus Disease 2019 (COVID-19), updated 4/27/20

Related Policies and/or Procedures:
Related Forms:
Related Audits/Reports:
Update Responsibility:

Keyword Tags: COVID; Testing; Patients; Symptoms; Specimens

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Chief Medical Officer

6/15/2020

Date