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| C:\Users\Lavonda\Documents\SMF\SMF logo.JPG | **SANDHILLS MEDICAL FOUNDATION, INC.**  **POLICY AND PROCEDURE MANUAL** | |
| **Procedures#: CLP** | **Area:** Clinical | |
| **Title:**  **Coronavirus (COVID-19) Procedures – Drive thru hba1c testing** | | |
| **Effective Date: 5/4/2020**  This procedure shall remain in effect until rescinded or changed. | | **Revised Dates:** |
| **Approved by:**  Christopher Dixon, Chief Executive Officer | | |

**PURPOSE:**

To improve diabetic quality measures and appropriately manage diabetes while keeping our patients safe from potential exposure to Coronavirus.

**SUMMARY:**

Protocol for established patients to undergo in-house hemoglobin A1c testing during Coronavirus pandemic.

**PROCEDURES:**

**BEFORE LAB VISIT**

1. If not done so already, front desk staff or designated staff will change patient’s scheduled diabetic follow up to a PHONE VISIT or VIRTUAL VISIT (if able).
2. Patient will undergo visit with clinician per telephone or virtual visit protocol.
3. During phone/virtual visit, clinician will discuss obtaining hemoglobin A1c from parking lot in order to help reduce exposure of patient.
4. If patient is agreeable, clinician will discuss lab visit procedure as detailed below. Clinician will offer hemoglobin A1c testing based on schedule developed by individual sites, and clinician will order in-house hemoglobin A1c for that day. Clinician will notify front desk of patient’s desired date, and front desk will schedule the lab visit “Lab Work Only – Drive Thru A1c”
5. If patient is NOT agreeable to hemoglobin A1c testing, clinician will provide refills of current diabetic medications until in-person office visit can be scheduled. Based on clinician’s clinical judgement, clinician may elect to makes changes to patient’s medication regimen.

**DURING LAB VISIT**

1. Patient will call front desk when he/she arrives. Front desk will ask for description of car and inform patient they will be greeted by staff when available.
2. Front desk will arrive the patient in the EMR. The encounter will be treated as an in-clinic nurse visit and follow the appropriate workflow protocol.
3. Nursing staff will obtain in-house hemoglobin A1c while the patient is in their vehicle. Glucose will NOT be obtained. Staff will wear mask and gloves when obtaining hemoglobin A1c. Staff will stand behind the patient’s window and ask for patient to extend hand outside window to obtain sample.
4. Staff will ask patient to remain in car until lab has resulted in order to make sure a repeat sample is not needed. Staff will wash hands after obtaining sample.
5. If hemoglobin A1c has resulted appropriately, staff will inform patient that he/she can leave. Staff may also provide instructions from clinician if lab result has been reviewed. Otherwise, staff can inform patient that he/she will be contacted with instructions later.