



A) Overview and Goals: To ensure Mobile testing preparedness for the provision of COVID-19 testing

B) Glossary of Terms and Acronyms:

AY2	Rapid Response Nursing Administrative Support
Clinical Lead	Clinical/On site- Nurse Practitioner/Physician Assistant providing onsite clinical leadership
COVID-19 testing	Nasopharyngeal swab completed and submitted to Cadham Provincial Lab via Viral Medium
CRU PCA	Primary Care Assistant at COVID Response Unit that is responsible for managing COVID results and documents
RRN	Rapid Response Nurse

C) About this SOP:

- 1) This SOP pertains to Mobile COVID-19 testing and outlines the processes and the resources required.
- 2) There are several steps within this process, and the intent is to help with role clarity of who is responsible for certain aspects within the process steps.

D) The Patient Testing Process:

Person Responsible	Task
CRU	Receives referral source
CRU	See CSIS training document on creating a patient profile *Any patient who does not have a Manitoba Health card (i.e. non-Manitoba residents) <u>MUST</u> provide an alternate method for contacting them. Files referral form into generic folder for RRN
RRN	Reviews COVID-19 Referrals folder for COVID-19 Mobile Referrals and Mobile Testing Criteria; <ul style="list-style-type: none"> ○ Homebound - Individuals who are unable to go to a Community Testing Site. A trip of an hour or more outside the home would take so much energy that the health of the client and/or caregiver would be affected. ○ Bedbound ○ Individuals residing within Alternative Isolation Accommodations (AIA) and/or Supportive Housing



- Lives alone or has limited social supports and: Is immunocompromised (excluding people who can drive through a Testing Site);
- Has impaired mobility – unable to transfer on their own
- A patient must have a phone or contact person in order to be referred for a COVID-19 Mobile Test
- Note: If transport to a testing site is not possible, Mobile COVID-19 Testing could be an option to an individual who is homeless
- Residents of Assisted Living residences will be considered on an individual basis, upon consideration of above criteria and circumstances

RRN

Prior to calling patient

Review necessary documentation.

If a Home Care client, RRN communicates Mobile Testing Referral and Potential Suspect Status to Community Area/Nursing (as indicated- if rationale for testing includes: for travel reasons, surveillance testing, or pre-operative obligation, then COVID Suspect Status and SVP may not have to be implemented).

Copy and paste below note and modify in EHCR:

Referral received for Rapid Response Nurse to complete COVID-19 Mobile Swab.

RRN is to notify Home Care Case Coordinator/Nursing Resource Coordinator to advise client is now deemed COVID SUSPECT:

If a Supportive Housing client, RRN communicates COVID Suspect Status with the housing unit.

If not a home care client all information may be charted in Accuro

1. Monday-Friday 0800h-1600h:

- a. RRN to call Case Coordinator/Nurse Resource Coordinator to advise of COVID SUSPECT status.

If unable to speak directly to Case Coordinator/Nurse Resource Coordinator, call the community area site switchboard, or follow whatever directions as per urgent follow-up protocol on voicemail

- b. RRN to send a task to the appropriate planner advising of COVID SUSPECT status

2. Afterhours (after 1600h Monday-Friday, ALL day Saturday and Sunday and Statutory holidays):

- a. RRN to call Afterhours to advise of COVID Suspect (204-788-8331)

- b. RRN is to leave voicemail on Case Coordinator/Nurse Resource Coordinator voicemail



	<p>Safe Visit Plan is to be modified to reflect COVID SUSPECT status by Case Coordinator /Nurse Resource Coordinator. It is the responsibility of the Case Coordinator /Nurse Resource Coordinator to look up the COVID test results.</p>
RRN	<p>Reviews patient's eligibility for testing as per MHSAL/Shared Health direction; current criteria includes:</p> <ol style="list-style-type: none"> 1. Any patient suspect for COVID-19 based on the clinical judgement of a provider - automatically screens in for testing; no additional criteria verification required 2. COVID-19 testing locations now operate on a self-referral basis based on following criteria: <p>Any patient who presents with one symptom listed in Category A OR two symptoms in Category B screens in for testing:</p> <ol style="list-style-type: none"> a) Category A - New onset of any of the following symptoms: <ul style="list-style-type: none"> o Fever > 38°C or subjective fever/chills o Cough o Sore Throat/hoarse voice o Shortness of breath/breathing difficulties o Loss of taste or smell o Vomiting or diarrhea for more than 24 hours o Poor Feeding (if an Infant) b) Category B - New onset of two or more of the following symptoms: <ul style="list-style-type: none"> o Runny nose o Muscle aches o Fatigue o Conjunctivitis o Headache o Skin rash of unknown cause o Nausea or loss of appetite <p>If patient(s) present with only one symptom in category B, advise that they may not meet eligibility criteria</p> <ol style="list-style-type: none"> c) Asymptomatic - If patient(s) present without symptoms, they should be tested for surveillance purposes only. <p>*Note: This may not capture a recent exposure</p>
RRN	<p>Through virtual means or by phone Verbally acknowledges symptoms/lack of symptoms and travel history If symptomatic observe to ensure no respiratory distress</p>



	<p>*Any variance in presentation including use of accessory muscles with respiration, unable to speak in full sentences or tripod posturing to be documented in the “One Time Visit Variation” space provided</p> <p>All other members of the home and client may be asked to don non-medical masks if able prior to RRN entering the home. Previously tested persons should not be present in the same room while others are being tested to support social distancing and self isolation guidelines</p>
RRN	<p><u>Completes documentation</u></p> <p>All requisitions to be generated SAME day prior to swab</p> <p>1) Identify any priority codes in the top right corner of Cadham-COVID19 requisition</p> <ul style="list-style-type: none"> a) Healthcare Workers- “HCW” with site of employment or Long Term Care Healthcare Workers- “HCW-LTC” with site of employment b) First Responder/Volunteer First Responder- “FR” c) Transportation Worker- “Transport Worker” d) Education Worker- “Education Worker” e) Child Care Worker- “Child Care Worker” f) Resident of a Personal Care Home or Long Term Care facility using “Res-LTC” g) Resident of Congregate setting “Res-Congregate setting” h) Vulnerable person as defined by homelessness- “Homeless” i) Any codes provided by the patient to be documented in the “Outbreak Code” section <ul style="list-style-type: none"> o Surgical Code or “Preop Asymptomatic” if no other surgical code provided o Outbreak Code (OB) o Special Investigation code (SI) o Research Code (RI) <p>2) Verbally acknowledges symptoms/lack of symptoms and complete the “Reason for Test” and “Signs and Symptoms” as relevant</p> <ul style="list-style-type: none"> a) Identify self-referred asymptomatic patients under “Reason for Test” by selecting “Other: “Other” Once “Other” is selected, must further identify whether the patient is “Asymp – Not a Contact” or “Asymp – Contact” by selecting that option from the drop down menu Asymp – COVID Surveillance” b) Identify any symptoms under “Signs and Symptoms” <p>3) Complete the Travel/Treatment History as relevant</p> <ul style="list-style-type: none"> a) Identify any country visited in the last 14 days in the “Travel /Treatment History” b) Identify Close Contact under “Travel/Treatment History” <ul style="list-style-type: none"> i) Identified by Public Health as “Contact” ii) Identified by the digital App as: <ul style="list-style-type: none"> (1) “Asymptomatic COVID-19 App Contact”



	<p>(2) "Symptomatic COVID-19 App Contact"</p> <p>c) Identify Travelers/Contact of Travelers under "Travel/Treatment History"</p> <p>4) Completes the "Copy of Report to" section as relevant</p> <p>a) Identify all information known, with a minimum of the name of the referring Provider or Surgeon and clinic name</p> <p>5) Inputs full name and designation in text box in bottom right of demographics area of requisition</p> <p>6) Requisition date to be manually inputted (this will no longer be auto generated)</p>
RRN	<p><u>In Preparation for Visit to Patient</u></p> <p>Creates an appointment in the EMR for testing in real time *[ensure appointment reason is COVID -19 testing, ensure appointment type is short visit, and arrive patient in scheduler in EMR]</p> <p>Obtains swab and viral medium</p> <p>Prints requisition and places in specimen bag in outside pocket of specimen bag</p> <p>Applies completed label to viral medium vial ,places in specimen bag</p> <p>Ensures has appropriate PPE, swab, requisition, and patient handouts.</p> <p>Patient handouts as applicable</p> <p>1) All Symptomatic and Asymptomatic patients (with the exception noted below) receive:</p> <p>a) Isolation for Individuals with Symptoms and/or Waiting for COVID-19 Test Results</p> <p>b) How to Access Your COVID-19 Test Results</p> <p>c) COVID-19 Tracing Resource Guide</p> <p>2) Essential services or occupations such as health care workers, first responders, transport workers etc. who have received specific advice from their employer/Public Health/OESH/designate receive ONLY (no additional direction to be given):</p> <p>a) How to Access Your COVID-19 Test Results</p> <p>b) COVID-19 Tracing Resource Guide</p> <p>If referrals are received for 15 or more persons at one location EPIC shall be contacted by the Team Manager on call for additional support.</p>
RRN	<p><u>Arrives at Patients</u></p> <p>Ensures has donned appropriate PPE</p> <p>Verifies patient ident by using two identifiers</p>
RRN	<p><u>Completes Swab</u></p>



	<p>Opens viral medium and places on flat surface Completes Nasopharyngeal swab and ensures lid is tightly closed Places sealed viral sample (swab in medium) directly into the specimen bag with requisition</p>
RRN	<p><u>Notification Review</u></p> <p>Provides patient with Shared Health handout “How to access your COVID-19 test results” Asks the patient the following:</p> <ol style="list-style-type: none"> 1) Do you have the ability to access Shared Health secured Online Portal OR call the COVID-19 Contact Centre? <p>*Alternate method for contact <u>MUST</u> be provided for any patient who:</p> <ol style="list-style-type: none"> 1) Is not able to access their results through the Online Portal or Contact Centre <p>Ensure “One Time Visit Variation” is documented and Global Message generated stating “Alternate Results Contact” for patients who:</p> <ol style="list-style-type: none"> 1) Are not able to use the Online Portal or call centre to access results <ol style="list-style-type: none"> a. <u>MUST</u> include indication using check box <p>Documents the alternate method for contacting patient with results as reported by patient</p>
RRN	<p>Completes patient education and provides verbal instruction per Public Health direction: • For anyone who is symptomatic, or has a household member who is symptomatic, the entire household needs to self-isolate. The symptomatic individual needs to stay in their own room and, if possible, use their own bathroom and not use common areas. • Exemptions are in place for asymptomatic household members if they are a health-care worker or first responder.</p> <ol style="list-style-type: none"> 1) All Symptomatic and Asymptomatic patients (with the exception noted below) receive: <ol style="list-style-type: none"> a) Isolation for Individuals with Symptoms and/or Waiting for COVID-19 Test Results b) How to Access Your COVID-19 Test Results c) COVID-19 Tracing Resource Guide 2) Essential services or occupations such as health care workers, first responders, transport workers etc. who have received specific advice from their employer/Public Health/OESH/designate receive ONLY (no additional direction to be given): <ol style="list-style-type: none"> a) How to Access Your COVID-19 Test Results b) COVID-19 Tracing Resource Guide <p>*Any variance in education or need for referral to Alternate Isolation Accommodation (AIA) is to be documented in the “One Time Visit Variation” space provided. Ensures additional AIA referral processes are completed as needed.</p>



RRN	Performs hand hygiene Doffs PPE including hand hygiene
RRN	<u>Completes upon leaving patient residence</u> <ol style="list-style-type: none"> 1) Generates Chart Tool for COVID-19 testing in EMR 2) Reviews documentation ensuring complete 3) Any variances from assessment normal and expected education to be documented in text box provided 4) Generates global message flag in the EMR stating "Alternate Results Contact"
RRN	Monday - Friday calls AY2 to facilitate T-Force requisition and swab pick up Weekends and Statutory Holidays – RRN completes above Ensure all specimens to go to Cadham Lab are identified <ol style="list-style-type: none"> a) Outbreak Code (OB) b) Special Investigation code (SI) c) Research Code (RI) d) All Residents and Healthcare workers of LTC facilities

E) The Patient Results Management Process:

Person Responsible	Task
RRN	Receive all results via eFax Assigns all COVID-19 results generated under Site Medical Lead into the Generic Test Site COVID-19 Folder *Note* Test Sites will not be set up with a Hub Interface to ensure manual section of correct fax number and receipt of documents to the appropriate Test/Assessment Site
RRN	Manages Generic Test Site COVID-19 Documents folder by: <ol style="list-style-type: none"> 1) Reconciles results with requisition 2) Manually enters lab results into the patients EMR microbiology panel <ol style="list-style-type: none"> a. See CSIS "EMR COVID-19 Training Material"
RRN	Manages Generic Test Site COVID-19 Documents folder throughout the day by: <ol style="list-style-type: none"> 1) Contacts only those patients with negative alternate COVID-19 results who have requested an alternate method of accessing negative results as identified by the EMR global messaging flag; uses the approved script as promoted in the EMR.



	<ol style="list-style-type: none"> a. After 3 unsuccessful attempts to contact patient or if the patient had identified Canada Post as their preferred method of contact, generate “Negative Results Patient Letter” and mail b. After either successful contact with the patient or generation of a negative results letter for mailing, clears result in Generic Test Site COVID-19 folder into respective patient’s EMR by clicking “Reviewed” button c. Clears global message <ol style="list-style-type: none"> 2) Contacts all Patients with positive COVID-19 results and documents encounter in patient’s EMR using the approved script as promoted in the EMR 3) Clears all results in the Generic COVID-19 Folder into the respective patient’s EMR by clicking “Reviewed” button once appropriate action has been taken
RRN	<p>Runs Outstanding Requisitions, Referrals, Orders report daily to ensure results have been received for all Cadham-COVID19 Requisitions generated</p> <p>Follows up with Cadham Provincial Lab for any results not received within 3 days</p> <ol style="list-style-type: none"> 1) If specimen has not been received or was cancelled, contacts patient to return for repeat testing <p>Alerts the Team Manager when COVID-19 result has not been received for requisition that is greater than 3 days</p>

F) Urgent Assessment Need:

Person Responsible	Task
RRN	<p>In the case of any emergency (cyanosis, reduced level of consciousness, stridor, tachypnea) staff are to call 911 immediately</p> <p>Identifies patient in respiratory distress such as but not limited to:</p> <ol style="list-style-type: none"> 1) accessory muscles with respiration 2) unable to speak in full sentences or tripod posturing 3) Difficulty swallowing <p>Identifies patient with urgent (but not emergent) primary care need such as but not limited to:</p> <ol style="list-style-type: none"> 1) Extreme pain with swallowing due to a sore throat 2) Extreme ear pain 3) Worsening sinus pressure for >7 days
RRN	Contact Primary Care Provider as required



Winnipeg Regional Health Authority
Office régional de la santé de Winnipeg
Caring for Health À l'écoute de notre santé

Standard Operating Procedure (SOP) for Pathways

Status: Version v18
Last Revision Date: 07-01-2021
Owner: Home Care

For Pathway: Pandemic Testing Sites

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RRN

Documents assessment and plan in the "One Time Visit Variation" section of the Chart Tool and encounter note if additional space is required.