



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

B) Glossary of Terms and Acronyms:

Assistant	Non-clinical- provider assistant, room preparation/cleaning
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	PCA at COVID testing site that is responsible for managing COVID results and documents
Requisitioner	Administrative personnel to support registration, documentation and requisition generation
Screeener	Clinical- Initial point of contact to clinic
Swabber	Clinical
Testing Site	Designated community locations for COVID-19 testing
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 Files referral form into generic folder for RRN
RRN	Reviews COVID-19 Referrals folder for COVID-19 Mobile Referrals
RRN	<u>Prior to calling patient</u> Review necessary documentation IF a Home Care client, RRN updates SVP in EHCR communicating to community area/supportive housing unit and nursing as indicated. If not a home care client all information may be charted in Accurro
RRN	<u>Through virtual means or by phone</u> Determines patients eligibility to proceed for testing as per MHSAL/Shared Health direction; current criteria includes: 1) Any patient suspect for COVID-19 based on the clinical judgement of their primary care provider - automatically screens in for testing; no additional criteria verification required 2) Any patient directed by a surgeon - automatically screens in for testing; surgeon code is required



For Pathway: Pandemic Testing Sites

- 3) Any patient who presents with one symptom listed in Category A OR two symptoms in Category B screens in for testing:
- a) **Category A** - New onset of any of the following symptoms:
 - Fever > 38°C or subjective fever
 - Cough
 - Sore Throat
 - Shortness of Breath/Breathing Difficulties
 - Poor Feeding (if an Infant)
 - b) **Category B** - New onset of two or more of the following symptoms:
 - Runny nose
 - Muscle aches
 - Fatigue
 - Loss of Smell or Taste
 - Headache
 - Hoarse Voice
 - Nausea, Vomiting or Diarrhea for more than 24 hours

RRN
Through virtual means or by phone
 Verbally acknowledges symptoms and travel history
 Observing to ensure no respiratory distress

***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**

RRN
Completes documentation
 Transcribes symptoms and travel history to Cadham-COVID19

- 1) Identifies any priority codes in the top right corner of requisition
 - a. Identifies Health Care Worker using "HCW"
 - b. Identifies First Responder/Volunteer First Responder using "FR"
 - c. Identifies surgical code as provided by patient
 - d. Identifies vulnerable person as defined by homelessness using "Homeless"
- 2) If patient was referred for testing by a primary care provider, identify the referring providers full name and clinic name on the requisition as a "CC"

Inputs full name and designation in text box in bottom right of demographics area of requisition

RRN
In Preparation for Visit to Patient
 Creates an appointment in the EMR for testing in real time
 Obtains swab, medium and transporter
 Prints requisition and places in specimen bag in outside pocket of specimen bag
 Applies completed label to viral medium vial ,places in specimen bag
 Ensures has appropriate PPE, swab, requisition, transport container and handouts.
 Patient handouts

- 1. How to access your COVID-19 test results
- 2. Novel Coronavirus Fact Sheet
- 3. Self-Isolation Fact Sheet
- 4. What Do I Do While Waiting for My (COVID-19) Test Results



For Pathway: Pandemic Testing Sites

RRN	<p><u>Arrives at Patients</u> Ensures has donned PPE Verifies patient ident by using two identifiers</p>
RRN	<p><u>Completes Swab</u> Opens viral medium and places on table 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> Provide patient with Shared Health “How to access your COVID-19 test results”</p> <p>Ask the patient if the following options for accessing testing results are feasible:</p> <ol style="list-style-type: none"> 1) Patient to access Shared Health secured Online Portal; OR 2) Patient to call the Public Health COVID-19 Contact Centre <p>*Any patient who is not able to access results with either of these options <u>MUST</u> provide an alternate method for contacting them. Alternate method to be documented in the “One Time Visit Variation” and <u>MUST</u> be indicated using the associated check box.</p> <p>Indicates need for alternate contact by using the associated check box in “One Time Visit Variation”</p> <p>Documents the alternate method for contacting patient with results as reported by patient</p>
RRN	<p><u>Education</u> Swabber completes patient education and provides MHSAL handouts</p> <ol style="list-style-type: none"> 1) Novel Coronavirus Fact Sheet 2) Self-Isolation Fact Sheet 3) What Do I Do While Waiting for My (COVID-19) Test Results <p>*Any variance in education to be documented in the “One Time Visit Variation” space provided</p>
RRN	<p>Transfers completed specimen to transporter (cooler) Performs hand hygiene</p>
RRN	<p>Doffs PPE including hand hygiene</p>
RRN	<p><u>Completes upon leaving patient residence</u></p> <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	<p><u>Transports completed swab ;</u></p> <ol style="list-style-type: none"> 1. To nearest Testing Site for transportation to Cadham Lab if before 5 PM or 2. Cadham lab @ 750 William Avenue, Afterhours door in labelled in the main parking lot; nurse will ring door bell and staff will meet them to obtain the sample.



E) The Patient Results Management Process:

Person Responsible	Task
CRU- PCA	<p>Receive all results via eFax</p> <p>Assigns all COVID-19 results generated under Site Medical Lead into the Generic Test Site COVID-19 Folder</p> <p><i>*Note*</i> 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</p>
CRU- PCA	<p>Manages Generic Test Site COVID-19 Documents folder by:</p> <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"
CRU-PCN	<p>Manages Generic Test Site COVID-19 Documents folder by:</p> <ol style="list-style-type: none"> 1. Contacts only those patients with negative 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 ,Clears global message 2. Clears all negative results without a global messaging flag in the Generic COVID-19 Folder into respective patient's EMR by clicking "Reviewed" button
RRN	<p>Manages Generic Test Site COVID-19 Documents folder twice a day:</p> <ol style="list-style-type: none"> 1) Contacts all Patients with positive COVID-19 results and documents encounter in patient's EMR using the approved script as promoted in the EMR <p>Clears all positive results in Generic Test Site COVID-19 folder into respective patient's EMR by clicking "Reviewed" button</p>
RRN	<p>Runs Outstanding Requisitions, Referrals, Orders report on Monday and Thursday every week 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 5 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 5 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
RRN	Documents assessment and plan in the "One Time Visit Variation" section of the Chart Tool and encounter note if additional space is required.