



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

**B) Glossary of Terms and Acronyms:**

<b>Assistant</b>	Non-clinical- provider assistant, room preparation/cleaning
<b>Clinical Lead</b>	Clinical/On site- minimum designation of a Registered Nurse; provides onsite clinical leadership in addition to assuming the role of primary Swabber
<b>COVID-19 Testing</b>	Nasopharyngeal swab completed and submitted to Cadham Provincial Lab via Viral Medium
<b>CRU PCA</b>	Primary Care Assistant at COVID Response Unit responsible for managing COVID results and documents
<b>CRU Registered Nurse</b>	Registered Nurse at COVID Response Unit responsible for clinical management including COVID results
<b>Requisitioner</b>	Administrative personnel to support registration, documentation and requisition generation
<b>Screeener</b>	Clinical- Initial point of contact to clinic
<b>Swabber</b>	Clinical
<b>Testing Site</b>	Designated community locations for COVID-19 testing

**C) About this SOP:**

- 1) This SOP pertains to testing sites providing 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
Screeener	Addresses every patient as they present following <b>“Screeners SCRIPT and HANDOUTS to Provide”</b> document
Screeener	Reviews patient’s eligibility for testing as per MHSAL/Shared Health direction; current criteria includes: <ol style="list-style-type: none"> <li>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</li> <li>2) COVID-19 testing locations now operate on a self-referral basis based on following criteria: Any patient who presents with <u>one symptom listed in Category A</u> <b>OR</b> <u>two symptoms in Category B</u> screens in for testing: <ol style="list-style-type: none"> <li>a) <b>Category A</b> - New onset of any of the following symptoms: <ul style="list-style-type: none"> <li>○ Fever &gt; 38°C or subjective fever/chills</li> <li>○ Cough</li> <li>○ Sore Throat/hoarse voice</li> <li>○ Shortness of breath/breathing difficulties</li> <li>○ Loss of taste or smell</li> <li>○ Vomiting or diarrhea for more than 24 hours</li> </ul> </li> </ol> </li> </ol>



	<ul style="list-style-type: none"> <li>○ Poor Feeding (if an Infant)</li> <li>b) <b>Category B</b> - New onset of two or more of the following symptoms:             <ul style="list-style-type: none"> <li>○ Runny nose</li> <li>○ Muscle aches</li> <li>○ Fatigue</li> <li>○ Conjunctivitis</li> <li>○ Headache</li> <li>○ Skin rash of unknown cause</li> <li>○ Nausea or loss of appetite</li> </ul> <p>If patient(s) present with only one symptom in category B, advise that they may not meet eligibility criteria May proceed to discuss this further with a provider or direct to the exit</p> </li> <li>c) <b>Asymptomatic</b> - If patient(s) present without symptoms, they should be tested for surveillance purposes only. *Note: This may not capture a recent exposure</li> </ul>
Screener	<p>If patient is being tested:</p> <ol style="list-style-type: none"> <li>1) Drive through testing site:             <ol style="list-style-type: none"> <li>a) Asks patient if they are a <b>Health Care Worker, First Responder/Volunteer First Responder</b> (if yes, confirms work ID), <b>Transportation Worker, Education Worker</b> or <b>Child Care Worker, Resident of a Personal Care Home(PCH)/Long Term Care Facility(LTC)</b> <ul style="list-style-type: none"> <li>○ If Health Care Worker ask where they work and identify anyone from a <b>Long Term Care Facility</b></li> </ul> </li> <li>b) Write license plate on instruction sheet and the number and location of the patients being tested with an "H" for Health Care Workers, "H-LTC" for Long Term Care Worker, "FR" for First Responder/Volunteer First Responder, "T" for Transportation Workers, "E" for Education Worker, "C" for Child Care Worker, "LTC" for Resident of PCH or LTC and "X" for all others</li> <li>c) Provide verbal instruction to those being tested to hold Manitoba Health card to window. People being tested to be seated next to the window. Do not exit the vehicle. No public washrooms. Do not roll down the window unless asked.</li> <li>d) Provide instruction sheet to patients (rolling down window only enough to pass paper)</li> <li>e) Direct vehicle to testing bay</li> </ol> </li> <li>2) Pedestrian testing site:             <ol style="list-style-type: none"> <li>a) Have patients sanitize hands and provide procedural mask</li> <li>b) Provide instruction sheet to patients</li> <li>c) Direct patient(s) to waiting area and taking a number if necessary, for the queue</li> </ol> </li> </ol>
Assistant	Directs next patient in the queue to a clean testing bay
Swabber	Ensures has donned PPE



Requisitioner	<p>Have patient show Manitoba Health card or ID (if available) at window (Drive-through) or on wipeable clipboard (Pedestrian)</p> <p>Use Manitoba Health card to access patient profile in EMR (if known) or create new patient profile</p> <p>1) See CSIS training document on creating a patient profile</p> <p>Have patient read their demographics back off ID. In the event of a language barrier or literacy concerns, Swabber may perform the read back.</p>
Swabber/ Assistant	<p>Simultaneously uses Manitoba Health card or ID to write patient identifying information on a specimen label for each patient being tested</p> <p>Applies label to viral medium vial</p> <p>1) If Swabber not available, Assistant or Requisitioner can perform the above</p>
Requisitioner	<p>Creates an appointment in the EMR for testing in real time</p>
Requisitioner	<p>Complete the Cadham-COVID19 Requisition</p> <p>1) Identify any priority codes in the top right corner of Cadham-COVID19 requisition</p> <ol style="list-style-type: none"> <li>a) Healthcare Workers- "HCW" or Long Term Care Healthcare Workers- "HCW-LTC"</li> <li>b) First Responder/Volunteer First Responder- "FR"</li> <li>c) Transportation Worker- "Transport Worker"</li> <li>d) Education Worker- "Education Worker"</li> <li>e) Child Care Worker- "Child Care Worker"</li> <li>f) Resident of a Personal Care Home or Long Term Care facility using "Res-LTC"</li> <li>g) Resident of Congregate setting</li> <li>h) Vulnerable person as defined by homelessness- "Homeless"</li> <li>i) Any codes provided             <ul style="list-style-type: none"> <li>o Surgical Code or "Preop Asymptomatic" if no other surgical code provided</li> <li>o Outbreak Code (OB)</li> <li>o Special Investigation code (SI)</li> <li>o Research Code (RI)</li> </ul> </li> </ol> <p>2) Verbally acknowledges symptoms/lack of symptoms and complete the "Reason for Test" and "Signs and Symptoms" as relevant</p> <ol style="list-style-type: none"> <li>a) Identify self-referred asymptomatic patients under "Reason for Test" by selecting "Other: Asymp – COVID Surveillance"</li> <li>b) Identify any symptoms under "Signs and Symptoms"</li> </ol> <p>3) Complete the Travel/Treatment History as relevant</p> <ol style="list-style-type: none"> <li>a) Identify Close Contact under "Travel/Treatment History"</li> <li>b) Identify Travelers/Contact of Travelers under "Travel/Treatment History"</li> </ol> <p><b>All symptom and travel history collected by Requisitioner MUST be review with Swabber when available</b></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 <b>and</b> clinic name</p> <p>5) Inputs Swabber's full name and designation in text box in bottom right of demographics area of requisition</p> <p>Prints requisition and places in specimen bag</p> <p>1) Pedestrian site:</p> <p>a) Places open specimen bag in hanging folder on outside of testing bay divider</p>
Swabber	<p>Confirms symptoms and travel history as documented by Requisitioner</p> <p>Observes to ensure no respiratory distress</p> <p><b>*All variance in expected presentations 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 on Testing Site Process Chart Tool.</b></p>
Requisitioner	<p>Generates Testing Site Process Chart Tool for COVID-19 testing in EMR</p> <p>a) See CSIS training document</p>
Assistant/ Swabber	<p>Swabber simultaneously prepares supplies</p> <p>1) If no assistant, opens viral medium and props open the specimen bag</p> <p>Swabber completes Nasopharyngeal swab and ensures lid is tightly closed</p> <p>2) Drive through testing sites:</p> <p>a) Assistant holds specimen bag open</p> <p>b) Swabber places sealed viral sample (swab in medium) directly into the specimen bag with requisition</p> <p>3) Pedestrian testing site:</p> <p>a) Swabber places sealed viral sample (swab in medium) directly into open specimen bag with requisition in hanging folder</p>
Swabber	<p>Provides patient with Shared Health handout "How to access your COVID-19 test results"</p> <p>Asks the patient the following:</p> <p>1) How are you going to access your results?</p> <p>a) Prompt: Do you have the ability to access Shared Health secured Online Portal <b>OR</b> call the COVID-19 Contact Centre?</p> <p><b>*Alternate method for contact <u>MUST</u> be provided for any patient who is not able to access their results through the Online Portal or Contact Centre</b></p>
Requisitioner	<p>Ensure "One Time Visit Variation" is documented and <b>Global Message</b> generated stating "Alternate Method of Contact" for patients who are not able to use the Online Portal or call centre to access results</p> <p>1) <b><u>MUST</u></b> indicate alternate method of contacting on the last page of the Testing Site Process via check box and document preferred method of contact</p>



Swabber	<p>Swabber completes patient education and provides MHSAL handouts:</p> <ol style="list-style-type: none"> <li>1) Symptomatic and Surgical patients receive:             <ol style="list-style-type: none"> <li>a) Isolation &amp; Self-Monitoring For Symptomatic Individuals Recovering at Home</li> <li>b) How to Access Your COVID-19 Test Results</li> </ol> </li> <li>2) Asymptomatic patients identified by public health as a close contact or have a travel history (without exemption) receive:             <ol style="list-style-type: none"> <li>a) Self-Isolation (Quarantine) &amp; Self-Monitoring For Returning Travellers and Contacts of Cases</li> <li>b) How to Access Your COVID-19 Test Results</li> </ol> </li> <li>3) Asymptomatic patients with no close contact or travel history (or are exempt) receive:             <ol style="list-style-type: none"> <li>a) Understanding the Spread of COVID-19: Asymptomatic Surveillance</li> <li>b) How to Access Your COVID-19 Test Results</li> </ol> </li> </ol> <p><b>*Any variance in education is to be documented in the “One Time Visit Variation” space provided.</b></p>
Swabber	<p>Swabber ensures isolation criteria are understood and can be met where applicable</p> <p><b>*Any 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.</b></p>
Assistant/ Swabber/ Traffic	<p>Transfers completed specimen to specimen fridge</p> <ol style="list-style-type: none"> <li>1) Ensure all specimens to go to Cadham Lab are identified             <ol style="list-style-type: none"> <li>a) Outbreak Code (OB)</li> <li>b) Special Investigation code (SI)</li> <li>c) Research Code (RI)</li> <li>d) All Residents and Healthcare workers of LTC facilities</li> </ol> </li> </ol> <p>Performs hand hygiene</p>
Swabber	<p>Doffs PPE including hand hygiene</p>
Swabber	<p>Reviews documentation ensuring complete</p> <p>Any variances from assessment normals and expected education to be documented in text box provided</p>
Assistant	<p>Cleans all surfaces and performs hand hygiene</p> <p>Collects swabbing material and viral medium in preparation for the next patient</p> <p>Directs next car/patient to testing bay</p>

**E) The Patient Results Management Process:**

Person Responsible	Task
CRU PCA	Receives all results via eFax



	<p>Assigns all COVID-19 results generated under Site Medical Lead into the Generic Test Site COVID-19 Documents 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"> <li>1) Reconciles results with requisition in the EMR thereby removing it from the "Outstanding Requisitions, Orders and Referrals" report</li> <li>2) Manually enters lab results as "Detected" or "Not Detected" into the patient's EMR microbiology labs section for accurate reporting to the province             <ol style="list-style-type: none"> <li>a) See CSIS "EMR COVID-19 Training Material"</li> </ol> </li> </ol>
CRU Registered Nurse	<p>Manages Generic Test Site COVID-19 Documents folder <b>throughout the day</b> following CSIS training document "CRU Clinical Results Management":</p> <ol style="list-style-type: none"> <li>1) Contacts patients with negative COVID-19 results <b>ONLY</b> if the patient has:             <ol style="list-style-type: none"> <li>a) Indicated an alternate method of contact as identified by the EMR Global Message; uses the approved script as promoted in the EMR                 <ul style="list-style-type: none"> <li>o 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</li> </ul> </li> </ol> </li> <li>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</li> <li>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 (includes negatives results where no alternate method of contact has been identified)             <ol style="list-style-type: none"> <li>a) Clears global message</li> </ol> </li> </ol>
CRU Registered Nurse	<p>Runs Outstanding Requisitions, Referrals, Orders report on <b>daily</b> 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"> <li>1) If specimen has not been received or was cancelled, contacts patient to return for repeat testing</li> <li>2) Escalation of unresolved issues to Operations Lead</li> </ol>

**F) Urgent Assessment Need:**

Person Responsible	Task
Screener/ Assistant/ Swabber	<p>All testing sites:</p> <p><b>In the case of any emergency (cyanosis, reduced level of consciousness, stridor, tachypnea) staff are to call 911 immediately, then contact Clinical Lead</b></p> <p>Identifies patient in respiratory distress such as but not limited to:</p>



	<ol style="list-style-type: none"> <li>1) accessory muscles with respiration</li> <li>2) unable to speak in full sentences or tripod posturing</li> <li>3) Difficulty swallowing</li> </ol> <p>Identifies patient with urgent (but not emergent) primary care need such as but not limited to:</p> <ol style="list-style-type: none"> <li>1) Extreme pain with swallowing due to a sore throat</li> <li>2) Extreme ear pain</li> <li>3) Worsening sinus pressure for &gt;7 days</li> </ol>
<p>Screener/ Assistant/ Swabber</p>	<ol style="list-style-type: none"> <li>1) Drive through or Pedestrian testing site with no co-located Assessment Clinic:             <ol style="list-style-type: none"> <li>a) Screener/Assistant/Swabber contacts Clinical lead in person or via Clinical Lead phone</li> </ol> </li> <li>2) Pedestrian testing sites with co-located Assessment Clinic:             <ol style="list-style-type: none"> <li>a) Swabber documents patient presentation in the “One Time Visit Variation” section of the Chart Tool and encounter note if additional space is required                 <ul style="list-style-type: none"> <li>○ Ensures all remaining documentation related to testing is complete</li> </ul> </li> <li>b) Screener/Assistant/Swabber contacts Clinical Lead in person or via Clinical Lead phone</li> </ol> </li> </ol>
<p>Clinical Lead</p>	<ol style="list-style-type: none"> <li>1) Drive through or Pedestrian testing site with no co-located Assessment Clinic:             <ol style="list-style-type: none"> <li>a) Clinical Lead performs focused assessment using supplies in COVID GO BAG and provides direction for patient for further assessment or follow up. (i.e. Primary Care Provider or Emergency/Urgent Care)</li> <li>b) Documents assessment and plan in the “One Time Visit Variation” section of the Chart Tool and encounter note if additional space is required.</li> </ol> </li> <li>2) Pedestrian testing sites with co-located Assessment Clinic:             <ol style="list-style-type: none"> <li>a) Creates new appointment in their own Provider column of the scheduler                 <ul style="list-style-type: none"> <li>○ Copy appointment out of Testing column within the scheduler and paste to their own Provider column</li> <li>○ Edit appointment length and reason to reflect assessment need</li> <li>○ Ensure appointment is marked as “arrived”</li> </ul> </li> <li>b) Completes:                 <ul style="list-style-type: none"> <li>○ Focused assessment using COVID GO BAG and any additional supplies from the Assessment Clinic,</li> <li>○ Order any diagnostics required</li> <li>○ Develop care plan</li> <li>○ Arrange for follow up as required</li> <li>○ Document within encounter note</li> </ul> </li> </ol> </li> </ol>