

Coronavirus: Consumer & Visitor Screening

To help reduce the risk of coronavirus (COVID-19) infection, behavioral health programs will screen all persons served, as well as visitors who come into the program.

What You Should Screen For:

- Cough, fever, shortness of breath
- Flu-like symptoms
- Respiratory illness

Who Should Do the Screening:

- Staff members who normally greet people entering the program.
- Nursing, clinical, or other staff who would normally conduct the intake or admissions process.

Supplies Needed for the Screening Process:

- Box of Tissues
- Face masks if available
- Gloves

Who Should Be Screened:

- Anyone who comes in the door
 - Members/consumers
 - Visitors
 - Contractors
 - Volunteers
 - Students
 - Residents
 - Interns
- Screen everyone regardless of travel history

Screening Question to Ask:

- Here is the question you should ask:
 - Do you currently have a fever, cough, or shortness of breath? (See Screening Tool)
 - At this point, we will be taking your temperature (nursing staff to take temp.)
 - If a consumer, refuses to take their temperature no services can be provided.
 - If a client has a temperature, they need to be placed in the Safe Room.
Nursing staff will log all information for clients placed in the Safe Room.

What to Do if Someone Answers Yes or You Suspect Someone Is Affected:

- Ask them to use a mask or tissues for coughing and throw away once used.
- Separate people with symptoms from everyone else.

- Advise them to maintain a safe social distance (six feet away from others).
- If visitors (non-consumers) have active symptoms, you may politely ask them to leave until they are well.
 - “In order to maintain and ensure the health of our staff and other consumers, we are asking you to seek medical attention via calling your PCP.”
 - “If you don’t have a PCP, please contact your Health Plan for nursing advice.”
- If the screening protocol presents symptoms, the person should be linked with their PCP for indicated medical services.

Should You Keep an Appointment With A Consumer Who Has Active illness/Symptoms?

- Go through the screening question.
- If the person answers “Yes” to any of the questions:
 - Offer tissues or mask for coughing.
 - Separate the person from the general public/other consumers until further assessments or testing can be done.
- The results of the screening will determine if the person should receive face to face services that day or if arrangements should be made for referral to medical services.
- **A member/consumer should be denied admission ONLY if they have symptoms (cough, fever, or difficulty breathing)**
- **As much as possible, you should continue providing behavioral health services to members/consumers over the phone until they feel better!**

Inpatient/Residential Programs

- Inpatient/Residential programs may accept persons who have received a medical clearance from an emergency department. When doing nurse to-nurse/referral questions, you may ask, “Have you screened for active flu symptoms?” as part of the medical clearance. If not, you can request that this be completed as part of the clearance.
- 24-hour inpatient/residential programs or programs where persons can be brought by the police or walk in must ask the screening questions prior to admission. If the screening is positive for symptoms, the police or ambulance will transfer the person to the nearest medical facility for further treatment.
- If residential programs have access to a healthcare provider, consumers with respiratory symptoms should be placed in a separate room and evaluated.
 - If the symptoms are mild and hospitalization is not necessary, then the residential facility should follow recommendations for respiratory outbreaks in a residential facility.
 - If the person is having breathing distress and might be hospitalized, they should be sent to an Emergency Room (ER) for evaluation. Please call ahead so that they are prepared when the patient arrives.