

Protocol for Free and Charitable Clinics **Operating Amids COVID-19 Outbreak**

Please contact your local Health Department! Each local health department is responding to the unique needs of the local community. You can and should coordinate your efforts. They will be able to tell you who should be tested, where they should be tested and when they should be tested. ODH is encouraging cooperation of efforts between your clinic and the health department.

IF YOU ARE PROVIDING APPOINTMENTS FOR PATIENTS CALL BEFORE EACH APPOINTMENT

A. If you reach voicemail:

“Hello. This is (*Volunteer or staff*) at (*Clinic Name*). To limit the risk of spreading COVID-19, a coronavirus, we have a few questions for you. Would you please call us back at (XXX) XXX-XXXX. “

B. If someone answers:

“Hello. This is (*Volunteer or staff name*) at (*Clinic Name*). To limit the risk of spreading COVID-19, a coronavirus, we have a few questions for you:

1. Confirm patient’s NAME (and spelling of name), DATE OF BIRTH, PHONE, EMAIL
2. Conduct a brief COVID-19 screening:
 - a. Do you have a cough?
 - b. Do you have shortness of breath?
 - c. Do you have a fever?
 - d. Where have you traveled in the last 14 days?
 - e. Have you been exposed to anyone diagnosed with COVID-19 in the past 14 days?
 - f. Have you been exposed to anyone who is being evaluated for possible COVID-19 exposure in the past 14 days?
 - g. Have you been exposed to anyone who is currently quarantined for possible COVID-19 exposure in the past 14 days?
3. If the answer to the above questions is “**yes**”, the patient is considered “Screened Positive for possible COVID-19”
 - a. Follow the protocols set forth by you local health department

**THIS IS NOT MEDICAL ADVICE. PLEASE REVIEW ALL POLICIES RELATING TO
COVID-19 WITH YOUR MEDICAL DIRECTOR**

4. If the patient does not “Screen Positive” advise them:

“If you start to experience a cough, shortness of breath, or a fever between now and your appointment, or if you come into close contact with someone experiencing any of these symptoms, call us back to let us know before coming into the clinic.

IF YOU HAVE A WALK-IN CLINIC

- Consider screening patients at the door as they enter
- If weather permits, consider setting up open air clinics

If patients screen positive for possible COVID-19, do not have them wait in the waiting room with the general population. Take them to an exam room or other area that will limit the risk of contagion to others.

CONSIDERATIONS FOR VOLUNTEERS:

If you have volunteers with an underlying illness and/or are older adults, limit their interactions with direct patient care. Have only those under 60 years old and with no underlying health conditions provide direct patient care.