<u>COVID-19 CLIENT PROCESSING PROCEDURE</u>

- ❖ All clients except for client seeking Emergency Services and clients without a vehicle will be sent to their vehicles.
- ❖ Emergency Services client will Use Triage Room (160)
- ❖ Dr. Garland Clients will use Room 113
- ❖ Dr. Brown and clients with other needs will use Room 112.
- ❖ Only client will be allowed to stay in the building for their appointment. ONLY EXCEPTIONS: One Parent/Guardian with child or One substitute decision maker per client (client with barriers).

PROCESS:

1. When client walks up to front window, Front Office Staff will ask the three screening questions to the client. *(Only screen client and person who is accompanying client to appointment.)*

    - If Client answers ***<u>NO</u>*, (and client is *<u>NOT</u>* here for emergency services and has a vehicle), have client return to their vehicle and inform them someone will call them shortly when service is available. Collect good phone # and verify color, make/ model of vehicle. If client does not have vehicle, place in financial office or Triage if available.**

    - If Client answers ***<u>YES</u>*, ask client to wait in triage if available. If triage room not available, ask client to wait in financial room. Let them know someone will be with them shortly.**

2. If client is here for EMERGENCY SERVIICES:

    - Complete registration with client at front window - **DO NOT** give client paperwork. (*Enter any demographic information into

Credible that would have been completed on paperwork. Document name/DOB, insurance info. on form and pass to ES worker.) **ES Clinician is responsible for Page 2 and 3.** Ask client to immediately go to Triage room/Financial room and wait. If room is unavailable, ask client to wait in Lobby.

3. If client is here for OPEN ACCESS intake:

    - Complete intake check in sheet with client and enter in Credible. **(PHQ-9 and other forms will now be completed by the Clinician.)**
    - Complete financial check-in through window
    - Give client time that they will be called by Clinician to complete intake by phone. (Remind them may be 15 minutes before or after target time) **Client can leave but needs to be available by phone during that time – **Intake Clinician will get check-out releases and Freedom to Choose forms.**
    - Schedule appointment on Clinician's schedule as normal.

4. If client is here for PSU MD Intake or injection or appointment: (Per Doctor's Direction)

    - After checking them in:
    - IF MD Intake for Dr. Garland, ask client to wait in Room 113 and let them know Dr. Garland will be with them via Polycom shortly. Notify PSU staff that client is here.
    - If MD Intake for Dr. Brown, ask client to wait in Room 112 and let them know Dr. Brown will be with them shortly via Polycom. Notify PSU staff that client has arrived.
    - Follow same procedure above for client with MD appointment.
    - If client is here for injection, ask client to wait in vehicle and notify a PSU Nurse.

<u>ANY STAFF</u> UTILIZING THE POLYCOM SERVICE IS RESPONSIBLE FOR DISINFECTING THE AREA WHERE CLIENT WAS WHEN SESSION IS COMPLETE. For example, if client is seeing MD-PSU staff is responsible for cleaning room after client leaves. THIS INCLUDED WIPING CHAIR, DOOR HANDLES, LIGHT SWITCH.

CASE MANAGEMENT: If a case management client walks-in they will be screened and sent back to their car. Case Manager will be contacted via their office phone – if no answer a voicemail will be left – no further follow-up will be done by front office staff.

Effective: 3/30/20