March 11, 2020: Important Baylor Medicine Information About COVID-19 Screening

Up to now, we have not had a single verified case of COVID-19 infection in any of our Baylor Medicine ambulatory practice locations. We have had several persons under investigation, and it is probably inevitable that we will see patients who actually have the virus. It is critically important that we follow established procedures to insure that we are providing care to people in need, and to protect our colleagues and coworkers.

Baylor Medicine has prepared several additional pieces of information in response to the WHO-declared COVID-19 pandemic. Included in this email are communications about front desk screening, phone call protocol, in-clinic testing, and staff education. Please ensure that these are cascaded to staff and physicians in an expeditious manner.

1) We have initiated universal screening via Epic at the Front Desks. This is in alignment with Epic recommendations, and with what others across the TMC are now doing.
   - An Epic 411 is being created today and will be distributed.
   - All clinic managers should communicate daily with the front desk and advise who any positive screening should be communicated to, as well as the designated room for the day.
   - While we are in an emergency situation, please educate staff to still remain mindful of patient privacy and HIPAA.
   - The Incident Command Center is coordinating efforts and creating plans with CHI/BSLMC regarding limiting access to the building and screening all visitors and patients entering the campus at entrances. More to come on this.

2) If we receive calls from patients (via the PRC, or directly) they should be handled by a clinician (MA, nurse).
   - The immediate need is for all clinical staff to be trained on how to answer patient calls using the PHONE PROTOCOL.
• We will be tracking the prevalence of calls that are being transferred to clinics and make plans to stand up other solutions as this becomes necessary.

3) The **IN-CLINIC TESTING PROTOCOL** provides guidance on when and how to test for COVID-19. Please adhere to BCM testing protocols.

• Use this guidance to determine when testing should be done. Use all appropriate PPE and follow the procedure.
• At this time testing is now available from LabCorp, CPL, Quest and the Health Department. Additionally, BCM is working with the FDA to stand up testing using our research labs.

4) A Nasopharyngeal (NP) Swabbing Video is available in Success Factors.

• The video (5 minutes long) is being assigned today to staff and physicians in Baylor Medicine in the following Job Codes: Faculty Physicians, NPs and PAs; Nurses (RN, LVN, Managers); Medical Assistants; Lab Technicians; and Respiratory Therapists
• We recognize that not every person in these Job Code categories will actually end up performing a NP swab, but the video is brief and the information is relevant to our current situation.
• It can also be manually assigned by managers to anyone else, or can be self-assigned by anyone who wants to view it.

5) All clinical staff and physicians should be taking the appropriate education courses as assigned in Success Factors.

• Reports are being generated on course completion and will be disseminated to leadership.

Questions about these items, or any issues can be sent to Incident Command by way of [coronavirusinfo@bcm.edu](mailto:coronavirusinfo@bcm.edu).

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