

Patient Scheduler Script:

Hello. I am calling from the scheduling team for Dr. XX. We appreciate how challenging this time has been and that waiting for surgery/procedure can be stressful. We are now ready to begin the scheduling process for your surgery/procedure and I would like to go through some information about the process with you. Is this a good time to do that? (you may want to get a pen and paper to take some notes).

Please be assured that we have robust safety measures in place to ensure your safety and the safety of our staff during this COVID-19 pandemic. I am going to explain some of the procedures we will use to keep you safe, what you will need to do, and what you can expect.

The date we are able to offer you is XX at XX. Because we are limiting the number of procedures to ensure we adhere to our safety protocols, this is the only date, time and location available at this time. Will this date and time work for you?

To keep you safe, there are some specific procedures and policies we have added to our normal surgery/procedure preparation. I am going to explain our testing policy, what you need to do leading up to surgery/procedure, and I will also explain our visitor policy.

1. The first new safety procedure is that I need to ask you about any symptoms of COVID-19.
 - a. Do you have any of the following symptoms? (Document response in Telephone Encounter with **.COVIDSURGTELNOTE**; select all symptoms that apply in drop-down)
 - i. Asks if patient have any of these new symptoms:
 1. Fever =/> 100 degrees
 2. Cough, Congestion, Sore throat, Runny nose, Shortness of breath
 3. Muscle aches with flu like symptoms, Loss/decrease taste or smell
 4. Chills or shaking chills, headache, diarrhea, nausea, decreased appetite, or any GI symptoms
 5. Contact with a person quarantined or confirmed with COVID-19
2. The next safety measure is that you must be tested for COVID-19 infection **3 days** (72-hours) prior to the date of your surgery. Since your surgery is on [X DAY] that means you will need to get your COVID-19 test on [Y DAY]. It is really important that you go for your test on that specific day.

Use this guide to let patients know when they should get tested.

Surgery/OR day	Old Orchard Drive through testing
Monday	Friday before surgery
Tuesday	Saturday before surgery
Wednesday	Sunday before surgery
Thursday	Monday before surgery
Friday	Tuesday before surgery
Saturday	Wednesday before surgery
Sunday	Thursday before surgery

- a. Have you already been tested for COVID-19?
 - i. If yes, and test was negative, the patient must get tested again with NS prior to surgery like everyone else
 - ii. If yes, and test was positive, the patient must be 14 or more days out from testing and symptom free – in this case no repeat testing is needed (see FAQ #5 for more detail)

- b. You will need to be tested for COVID-19 on X day.
 - i. We have provided this testing date because it is 3 days ahead of your scheduled procedure. If you miss this testing time it may impact your ability to proceed with your scheduled procedure. Immediately following your test and continuing to the date of your surgery, you must quarantine in your home and isolate yourself from others within your home. You should try to stay in a specific room and away from other people in your home. If interaction is necessary, maintain six feet from other household members. You should not go to work, school, or public areas during this time. Will you be able to do this?
 - ii. Your COVID-19 test can be completed at NorthShore's drive-through testing facility, located at 9977 Woods Drive in Skokie. The typical hours of operation are Monday-Saturday 8:30am-4:30pm and Sunday 10:00am-2:00pm, but we encourage you to visit www.northshore.org/drive-through for updates to the hours of operation before visiting the site. You will need to bring photo identification with you. Please be advised that there may be a wait and that the hours of operation are subject to change. I will help set you up for the test and tell you what to expect.
 - iii. As you are **active** on NSC, a message indicating you are eligible for testing will be sent to your NSC Inbox/Message Center. When you arrive on site please be prepared to show this message on your mobile device (you can download the NSC app from the Apple App Store or Google Play) or bring a printed copy of the message to the drive-through testing facility. **For children, the proxy for NSC will receive this message. For children under 2 years of age please see FAQ #14 below.**
 - 1. **For Inactive:** Signing up for NSC will make this process easier and more efficient for you and our team. I can help you get registered now.
 - a. **If patient agrees:** Now that you are signed up for NSC, a message indicating you are eligible for testing will be sent to your NSC Inbox/Message Center. When you arrive to the drive-through testing facility, please be prepared to show this message on your mobile device (you can download the NSC app from the Apple App Store or Google Play) or bring a printed copy of the message to the drive-through testing facility.
 - b. **If patient refuses:** Since you do not wish to sign-up for NSC, upon arrival to the drive-through testing facility please inform the staff that you are there for pre-surgical testing. The drive-through staff will verify this information in our Electronic Medical Record prior to testing.
 - iv. Upon arrival to the testing site, follow the directional signs and staff instructions and do not exit your car.
 - v. The testing process involves staff inserting a swab into your nose and/or throat
 - vi. You will receive results via NorthShore Connect or phone call in approximately 1-2 days
 - vii. Do you have any questions about the COVID-19 testing?

3. Like before, we still need pre-operative clearance within 30 days of your surgical date. Patients need to get their pre-operative clearance prior to their COVID-19 testing if they are going for an in person visit with their primary care physician.
 - a. **Valid pre-op:** It looks like your previous pre-op clearance is still valid so you're all set
 - b. **Expired pre-op:** It looks like your previous pre-op clearance is outside of the 30-day window. We will need to get you set up with a visit with your PCP to re-obtain this clearance and ensure you are safe to proceed with surgery. This may be done over the phone or using video.

4. Please know that there will be additional steps taken for your safety when you come to the hospital for your procedure:
 - a. Please wear a face covering upon arrival to the hospital. All staff will be wearing masks for your protection as well. If you do not have a mask, we will provide you with one.
 - b. Prior to entering the hospital your temperature will be checked and you will need to answer several COVID-19 screening questions again.
 - c. To keep everyone safe, we have altered our visitor policy (updated 5/7) for the time being.
 - i. **AMBULATORY SURGERY/PROCEDURE PATIENTS:** Patients presenting for ambulatory surgery/procedure should check in to the visit alone if possible. If you need a companion to check in, only one person will be allowed to accompany you. This person will be asked to wear a mask and will be asked to wait in their car until the procedure is completed at which time we will call them and ask them to return and pick up you up. In rare instances, if the companion is unable to wait in their car, the companion will undergo the screening and if they pass the screening, will be allowed to wait in the waiting room with their mask on for the duration of the procedure.
Pediatric patients will be allowed to have one parent or guardian accompany them on the day of surgery
 - ii. **EMERGENT AND URGENT SURGERY/PROCEDURE PATIENTS:** If you are going to be hospitalized with a significant surgical/procedure-requiring issue or you are undergoing an urgent surgical/invasive procedure you will be allowed to have one screened family member/visitor who is not at risk for COVID-19 (as defined in the Outpatients section above) in the surgical waiting area during the duration of the procedure. Subsequent to the procedure, the visitor will need to be escorted out and further on-site visits for the duration of the hospitalization will be limited to extenuating circumstances.

5. I need to make sure you are aware that there is a possibility that our plan for your surgery could change. We are operating within guidelines from the Illinois Department of Public Health and Governor Pritzker regarding safe circumstances to perform surgeries. If circumstances change, there may be a need to change your date and time again. I just want you to know this ahead of time so you can prepare. Any future change to this plan would be done for your safety. Do you have any other questions?

FAQ (Updated 5-11-20)

1. Is it safe to come to NS for my care?
 - a. Yes, we have been taking care of non-COVID-19 patients throughout this crisis. We separated COVID-19 positive patients from all other patients at our NorthShore facilities. We are screening all employees as they enter our hospitals.
 - b. Our non-COVID-19 treatment/services have continued, safely delivering over 450 babies and performing urgent surgeries during this time
 - c. We follow all CDC and IDPH guidelines
 - d. Rigorous screening of patients and employees (with testing whenever indicated) – we screen for symptoms and perform temperature screening.
 - e. Hand Hygiene: rigorous adherence to hand hygiene at all times
 - f. Personal protective equipment:
 - i. All staff interacting with patients will wear face masks and eye shields; where appropriate, additional protective equipment is also used. NorthShore has adequate PPE to meet all CDC recommendations
 - ii. All patients are required to wear a face covering when entering a facility. If they don't have their own, we will provide one
 - g. Shift of all appropriate care to telehealth to reduce need for patients come in.
 - h. Visitor and guest policies changed to reduce people in our facilities.
 - i. Appropriate social distancing practices
 - i. Reduced patient volumes due to enhanced telehealth capabilities
 - ii. Staggered appointment times
 - iii. Reduced schedules to limit number of patients in an office at any time
 - iv. Spaced seating and check in to ensure adequate distancing (6ft)
 - v. On-line check in to reduce time and people in line
 - j. Thorough cleaning and disinfection procedures that meet all CDC/IDHP guidelines for COVID-19
 - k. Curbside/ drive-up services where appropriate
2. The patient has already had a COVID-19 test outside of NS
 - a. A COVID-19 test must be done no more than 72 hours before surgery/procedures according to the Illinois Department of Health unless it was positive (see question #5)
3. Can I get a test outside of NorthShore?
 - a. No, all patients having surgery or a procedure at NS need to complete their COVID-19 testing at NS.
4. What if my surgery/procedure was moved what should I do? What if I have to come back for another procedure/surgery within 14 days?
 - a. Instruct the patient to remain quarantined at home until their new date/next surgery/procedure date unless they develop symptoms. If they develop symptoms they should call their physicians office. If their test has been more than 14 days from their scheduled surgery/procedure date the patient should call their physicians office.

5. What if the patient has already been diagnosed with COVID-19?
 - a. Ask the patient if they have any of the following symptoms?
 - i. Fever \geq 100 degrees
 - ii. Cough, Congestion, Sore throat, Runny nose, Shortness of breath
 - iii. Muscle aches with flu like symptoms, Loss/decrease taste or smell
 - iv. Chills or shaking chills, headache, diarrhea, nausea, decreased appetite, or any GI symptoms
 - v. Contact with a person quarantined or confirmed with COVID-19
 - b. If they are 14 days out from testing and symptom free they **do not need a repeat test but must quarantine for 3 days prior to surgery/procedure**
 - c. **If a patient does not require a COVID-19 test at this time, please call central surgical scheduling at 847-570-2442**
 - d. If they have symptoms they need to get tested again 3 days before surgery/procedure
6. What if I test positive for COVID-19?
 - a. A member of our infection control team will call you and provide you with instructions. Your physician will advise you on if your surgery/procedure can proceed.
7. What if I already tested negative for COVID-19?
 - a. If **less** than 14 days since your test and you have no symptoms you need to self-quarantine but you do not need an additional test at this time. If you are more than 14 days out from your test you will need to be tested again 3 days before your surgery.
8. If you do not have a car for drive through testing?
 - a. Please have someone drive you to the testing center. (If the patient does not have this ability contact your manager)
9. What if I am admitted to the hospital, can I have family visit me?
 - a. We understand your concern about wanting to be with loved ones during this challenging time. NorthShore has implemented a visitor restriction policy. This action is being taken for the health, safety and well-being of our patients and staff. Please read our current visitor policy information letter. Additionally, to help patients and their loved ones connect, we encourage the use of phone-based video capabilities such as FaceTime and What's App.
(<https://www.northshore.org/globalassets/healthy-you/blog/2020/covid-19/covid-19-visitor-restrictions-04142020.pdf>)
10. Will there be a charge for my COVID-19 test?
 - a. Most health plans will cover this testing but should check with your insurance plan if you have any concerns.
11. My child is having a procedure; do I need to be tested?
 - a. No. If you have symptoms you should self-quarantine away from your child if possible and complete an E-visit for COVID-19 on our website and contact your child's physician.
12. For FMLA should I have my physician enter 3 days before surgery since I will need to self-quarantine?

- a. If the patient cannot self-quarantine and continue working at home yes FMLA paperwork can be filled out to start 3 days prior to the procedure/surgery.
13. A patient asks about observation of the Sabbath on Saturdays and wants to get their test on another day.
- a. If the patient asks we can direct them to get tested on Sunday morning at the drive through.
14. Does the drive through have any age restrictions?
- a. No, however children under 2 years of age should have one parent in the backseat with the child to assist in obtaining the sample (holding the child's head). The parents should not exit the car.
 - b. Upon arrival, the parent should tell the staff that they are here with a child less than 2 years of age for pre-op COVID-19 testing. They will be asked the child's name.
15. I had a COVID 19 antibody test already. Do I still have to be tested?
- a. Yes.
16. The patient is coming from a Nursing Home. Can they come in the Nursing Home transport bus/van?
- a. Yes, but the bus must have a lift for a wheel chair or they will be sent to a non-COVID immediate care site to get tested