MISSION CITY COMMUNITY NETWORK, INC.
COVID-19 TESTING PROTOCOL

MCCN ensures that patients have open access to COVID-19 testing while safeguarding staff. MCCN monitors tests for results and informs patients promptly of the results.

Protocol:

1.   **Priority Testing:** for MCCN staff, symptomatic patients, and Public Servants/Leaders.

2.   **Front Office staff:** Front staff create an encounter using the "COVID-19 Lab" visit type on the COVID-Test resource schedule and set the appointment to the designated time. Front Office staff notify testing staff 15 minutes before the scheduled test via MCCN internal instant messaging.

3.   **No-show** -If the Patient does not present for testing on the scheduled day, the front office reviews the no-show the following working morning and reschedules with the Patient. Each attempt to reach the Patient is documented as No-response with the reason "COVID-Test Follow-Up ."If the front office staff cannot get the Patient after two attempts, the front office sends the Urgent Unable-to-Contact Letter to the Patient's provided address following the UNABLE TO

4.   **Contact Patient Procedure:**

   a.   The Nurse conducting testing confirms the Patient's name and date of birth when the The Patient presents for testing.

   b.   Specimen collection is performed in the location designated explicitly for the COVID PCR testing area. Only necessary attendants may be present for specimen collection.

   c.   Nurse staff promptly cleans procedure surfaces as described in the COVID-19 Precautions, PPE, and Exam Room Cleaning Protocol.

   d.   Hands are washed (PREFERRED) with anti-microbial soap, or an alcohol-based hand sanitizer is applied immediately after testing patients and cleaning the procedure area; if sanitizer is used, then hands are washed with soap and water as soon as possible.

   e.   Nurse performs, administers, and packages the test according to manufacturer instructions and places test for lab courier pick-up. The Nurse then marks the Patient checked out the resource schedule.

   f.   Testing staff monitor themselves for fever and symptoms of COVID-19 daily.

   g.   If testing staff show symptoms, they stay home, self-quarantine, and notify their supervisor/department lead. See STAFF WITH COVID-19 SYSMPTOMS PROTOCOL.

   i.   If testing staff develops a fever (T> 100.0F) or symptoms consistent with COVID-19, they wear their face masks, inform their supervisor, and leave the workplace. The supervisor documents this in an Incident Report. See STAFF WITH COVID-19 SYSMTOMS PROTOCOL.

   j.   Each facility's nurse lead screens testing staff at the beginning of their shift for fever and symptoms consistent with COVID-19. The Nurse lead measures staff temperatures and documents the absence of symptoms consistent with COVID-19.

5.   Test Results
- Positive Results:
  - Assign to any provider available regardless of PCP. Provider calls patient, gives results, gives medical recommendations for treatment and prevention of complications.
  - Designated Care Manager notified the LA County via the LA County website of the positive results.
- Negative Results:
  - Assign to any available provider, create an order with the reason "COVID-19 Results" and contact the Patient to inform them of the results.

6.   **Quality and Compliance Coordinator:**

- Runs a weekly report on COVID-19 last orders results in tracking and lab reviewing and informs the designated Care Manager of any con compliance.

References:
http://publichealth.lacounty.gov/acd/ncorona2019/reporting.htm

http://publichealth.lacounty.gov/acd/ncorona2019/Therapeutics/