

COVID-19 Patient & Visitor Phone Screening Script

This document is intended to assist with phone screening of patients and their accompanied driver or caregiver to Piedmont Ambulatory Care Facilities. Please follow the guideline scripting below.

Hello. In order to keep you and our patients safe, I have to ask you a few questions before you enter the facility for your appointment on [DATE].

- 1. Have you traveled outside of the U.S. in the last 14 days, including cruise ship travel?**
- 2. Have you had close contact with an infected person that you know of?**
- 3. Have you had a fever greater than 100, cough, shortness of breath, or difficulty breathing?**

If you are a patient AND answered yes to #1 OR #2

Patient should Self Quarantine

In order to maintain our commitment to keeping you and our patients safe, we will not be able to keep your appointment tomorrow. Based on your responses, you should self quarantine for 14 days. During this time, you should monitor yourself for fever (>100), cough, or shortness of breath. As long as symptoms are manageable, you do not need testing. If you develop symptoms that become extreme or urgent, go to the emergency room. You may call back to reschedule after 14 days and no symptoms present.

If you are a patient AND answered yes to #3 ONLY:

Proceed with the visit

In order to keep you and our patients safe, we will be giving you a mask to wear upon arrival. Please wear this mask at all times until you are told to remove it by a member of Piedmont's medical staff. Please remember to exercise proper respiratory hygiene and cough etiquette while at the facility. Please check in upon arrival where you will be assisted further.

If you are a patient AND answered yes to #1 AND #2 AND #3

Patient Should Self Isolate

In order to maintain our commitment to keeping you and our patients safe, we will not be able to keep your appointment tomorrow. Based on your responses, you should self isolate for 7 days and until you have been symptom free for at least 72 hours. During this time, you should monitor yourself for fever (>100), cough, or shortness of breath. As long as symptoms are manageable, you do not need testing. If your symptoms become extreme or urgent, go to the emergency room. You may call back to reschedule once you've met this criteria.

4. Will you be bringing a visitor to this appointment?

- If they say **yes**: Is the visitor the patient's driver or caregiver?
- If they are not a driver or caregiver, they are not allowed to accompany the patient.
- If they are bringing a driver or caregiver, **the first three screening questions must be asked driver/caregiver as well.**

If driver/caregiver answers YES to ANY questions:

We must require that anyone who is ill, had close contact, or known travel outside of the U.S. cannot attend your appointment with you. This is requested in order to maintain our commitment to keeping you and our patients safe. If your driver/caregiver believes they are ill, please have them self-quarantine and follow-up with their primary care physician via phone or visit an Emergency Department if symptoms are moderate or severe.

If driver/caregiver answers NO to ALL questions:

Thank you. They may accompany you on the visit. Please remember to exercise proper respiratory hygiene and cough etiquette while at the facility. Piedmont appreciates your cooperation!