

Memo

To: All Staff
From: Management
Date: April 8, 2020
Re: Triage at the door

Starting Friday, April 10, 2020 one staff member will sit at a designated location to ask families before entering the office the triage questions.

Script: “I apologize for repeating the same question you have been already asked over the phone, but we are trying to be cautious and prevent as much viral exposure to the staff and other patients. Please answer the following questions.”

“Has your child or anyone in the household tested positive for COVID-19 or had direct contact with a positive confirmed case of COVID-19?”

“Does the child or the accompanying caretaker have both a fever and cough?”

If they answer no to both questions, then okay to send them into the office.

If they answer yes, then ask them to wait outside for further triage.

If they answer yes to having fever or cough, but not both then okay to enter the office.

Designated locations for staff member to sit. The MAs will sit at the doors. They can be rotated out during lunch or hourly.

Memorial: One staff member between the 760 doors. One staff member outside 785 entrance.

Cypress: One staff member sitting right inside the main entry door.

Katy: One staff member sitting between both entry doors.

Woodlands: One staff member sitting outside the entry door.

Fairfield: One staff member sitting between both entry doors.

Heights: One staff member sitting right inside the entry door.

Sienna: One staff member sitting right inside the entry door.