

BLUE FISH PEDIATRICS (INTERNAL USE ONLY)

COVID-19 / Telemedicine Protocol Change Tracking – Weekly Updates

Update: 4/13/2020

Reference Number	Department(s)	Previous Protocol Date	Previous Protocol Content	Protocol Update	Updated Protocol Content
101	Back Office / Doctors	3/20/2020 AM	Nebulizer Treatment/Usage	3/20/2020 PM	Nebulizer Treatment/Usage + Guidelines for Asthma Patients
101A	Back Office / Doctors	3/20/2020	Nebulizer Treatment/Usage + Guidelines for Asthma Patients	3/23/2020	Memo on No Nebulizer Treatments
101B	Back Office / Doctors	3/23/2020	Memo on No Nebulizer Treatments	4/13/2020	Updated Memo on MDI Usage
102	Front Office	NA	NA / Pre-COVID-19	3/23/2020	Well and Sick Visits Scheduled Separately
102A	Front Office	3/23/2020	Separate WCC & Sick	3/26/2020	Wells moved to AM, Sick to PM
103	Back Office / Doctors	NA	PPE Optional	3/23/2020	MAs and Doctors Required to Wear Googles and Masks
104	All	3/19/2020	COVID-19 Testing Policy	3/23/2020	COVID-19 Testing with Self-Assessment Tool link
105	All	3/17/2020	COVID-19 Triage Flow Chart	3/27/2020	COVID-19 Triage Chart (updated/simplified)
105A	All	3/27/2020	COVID-19 Triage Flow Chart	4/1/2020	COVID-10 Triage Chart (updated)
106	Front Office	3/27/2020	Front Office Telemedicine Protocol (see file)	3/30/2020	Front Office Telemedicine Protocol with updates (see file)
106A	Front Office	3/30/2020	Front Office Telemedicine	4/13/2020	Front Office Telemedicine Protocol with updates (see file)

			Protocol with updates (see file)		
107	Back Office	3/27/2020	Back Office Telemedicine Protocol (see file)	3/27/2020	Back Office Telemedicine Protocol with updates (see file)
107A	Back Office	3/27/2020	Back Office Telemedicine Protocol (see file)	3/31/2020	Back Office Telemedicine Protocol with updates (see file)
108	Back Office / Doctors	NA	NA / Pre-COVID-19	3/31/2020	N95 Mask Usage Memo
109	Back Office / Doctors	NA	NA / Pre-COVID-19	4/1/2020	COVID-19 Attire Memo
110	All	NA	NA / Pre-COVID-19	4/2/2020	Memo about Sick Walk-Ins During WCC Blocks
111	Doctors	NA	NA / Pre-COVID-19	4/3/2020	Memo about After-Hours Telemedicine Visits
111A	Doctors	4/3/2020	Memo about After-Hours Telemedicine Visits	4/7/2020	Updated verbiage for doctors regarding \$50 charge
112	All	NA	NA / Pre-COVID-19	4/9/2020	Testing Site Options for Patients
113	Front	NA	NA	4/9/2020	Updated Front Office Triage Questions/Protocol
114	Back Office	NA	NA / Pre-COVID-19	4/9/2020	Memo on Door Attendant

Reference Number: 101

Department: Back Office / Doctors

PREVIOUS – 3.20.20 Nebulizer Treatment/Usage Memo

Physicians: Due to the risk of COVID-19 being aerosolized during a nebulizer treatment, we ask that you keep these to a minimum in office. Please use caution when ordering these, and only order when absolutely necessary. When going back into the room, we advise you wear an N95 mask and goggles.

MA's: Wear goggles and N95 masks while setting up the nebulizer treatment and when turning off the nebulizer machine. The room will need to be wiped down with Sani Wipes, or its substitute, after the patient has left. Wear goggles, N95 masks and gloves when cleaning the room.

CURRENT – 3.20.20 Nebulizer Treatment/Usage + Asthma Patients Memo

Physicians: Due to the risk of COVID-19 being aerosolized during a nebulizer treatment, we ask that you keep these to a minimum in office. Please use caution when ordering these, and only order when absolutely necessary. When going back into the room, we advise you wear an N95 mask and goggles. There is less risk if an inhaler and spacer is used for breathing treatments, parents will be asked to bring their own rescue inhaler and spacer to use if necessary.

MA's: Wear goggles and N95 masks while setting up the nebulizer treatment and when turning off the nebulizer machine. The room will need to be wiped down with Sani Wipes, or its substitute, after the patient has left. Wear goggles, N95 masks and gloves when cleaning the room. If a treatment is done with the patient's own rescue inhaler and spacer, then the room will only need to be cleaned with Lysol, or its substitute.

Phones MA's: When speaking with a parent of an asthma patient and the patient requires an office visit, please ask the parents to bring in the patients **rescue inhaler and spacer**. This is to help reduce the potential risk of COVID-19 being aerosolized during a nebulizer treatment in office.

Front Office: When scheduling an appointment for respiratory concerns and the patient has asthma, ask the parents to bring in the patients rescue inhaler and spacer.

Reference Number: 101A

Department: Back Office / Doctors

PREVIOUS – 3.20.20 Nebulizer Treatment/Usage + Asthma Patients Memo

CURRENT – 3.23.20 Updated Memo on Nebulizer Usage

Blue Fish Pediatrics

Memo

To: Doctors and MAs

From: Management

Date: March 23, 2020

Re: MDI and Spacer use in office

To prevent COVID-19 being aerosolized in the office, we have purchased albuterol inhalers for in office use. We will use Styrofoam cups and create a spacer and dose 4 puffs of the albuterol inhaler in lieu of the nebulizer. If the doctor requests a regular spacer and mask, we have small and medium available for use.

Once the procedure is completed, the MA will dip all parts of the inhaler in alcohol to sanitize and clean. If a regular spacer and mask are used, those will also need to be dipped in alcohol.

Doctors can order the procedure like you would normally a nebulizer treatment.

Reference Number: 101B

Department: Back Office / Doctors

PREVIOUS – 3.23.20 Updated Memo on Nebulizer Usage

CURRENT – 4.13.2020 UPDATED Memo on MDI Usage

Blue Fish Pediatrics

Memo

To: Doctors and MAs
From: Management
Date: April 13, 2020
Re: MDI and Spacer use in office

To prevent COVID-19 being aerosolized in the office we have purchased albuterol inhalers for in office use. We will use Styrofoam cups and create a spacer and dose 4 puffs of the albuterol inhaler in lieu of the nebulizer. If the doctor requests a regular spacer and mask, we have small and medium available for use.

The MA will push the template over into the progress note for documentation of the procedure.

Once the procedure is completed, the MA will wipe the inhaler with a sani-wipe and then dip all parts of the inhaler in alcohol for 5 minutes to sanitize and clean. The inhaler will be air-dried. If a regular spacer and mask are used, those will also need to be dipped in alcohol.

Doctors can order the procedure like you would normally a nebulizer treatment.

Reference Number: 102

Department: Front Office

PREVIOUS – Well and Sick Visit Scheduling

Pre-COVID-19: No separate scheduling (normal protocols)

CURRENT – Well and Sick Visits Scheduled Separately (Newborns first, Sick AM, Well PM)

- Well child checks and sick visits will be done during separate segments of the day. We will call you to reschedule if needed.
- Newborns visits will be seen first thing in the morning
- Well visits will be at designated times with no sick visits scheduled during this period
- Sick visits will be at designated times. The waiting room will be separated into those with respiratory issues and those without.

Reference Number: 102A

Department: Front Office

PREVIOUS – Well and Sick Visit Scheduling (Newborns first, Sick AM, Well PM)

CURRENT – Well AM and Sick PM per following scheduling template 3/26/2020

8:20am - 9:20am: Newborns (and wells if empty)

9:30am - noon: All wells

1:20pm - 5:00pm (or later if needed): All sick

Reference Number: 103

Department: Back Office / Doctors

PREVIOUS – PPE was optional for MAs and Doctors

CURRENT – PPE mandatory for MAs and Doctors

Reference Number: 104

Department: ALL

PREVIOUS – Blue Fish COVID-19 Testing Policy (3/19/2020)

Dear Blue Fish patients and families:

After much study and deliberation, at this time, Blue Fish Pediatrics has decided not to offer testing for COVID-19 in our offices for the following reasons:

- Testing is not likely to alter patient treatment. Fortunately, children with COVID-19 usually exhibit mild symptoms or none at all. Like other viruses our families have experienced, there is currently no established treatment available other than supportive care. Our patients know that we usually do not order tests without knowing how the test results will change our treatment plan.
- Testing is not likely to change how our patients are triaged in an outpatient pediatric setting. Because most of our patients will experience mild illness, a positive test for COVID-19 would not change our recommendation for you to monitor your child's condition at home. While a positive test might inform you how diligent to be with isolation efforts, the CDC currently recommends aggressive social distancing for everyone. This is especially true if your child is ill. In other words, if you are concerned that your child has COVID-19, you should consider isolating them even without a positive test result. On the other hand, a negative result, while reassuring, does not eliminate the ongoing risk of your child contracting or spreading the illness.
- Testing is likely to bring more people into the office, which will facilitate the spread of the disease.
- Testing will strain the already limited testing capabilities that are needed by hospitals and healthcare providers on the very front lines.

- ~~Testing will not substantially contribute to the epidemiological understanding of the COVID-19 pandemic (large scale efforts are currently being planned).~~

~~For all of these reasons, we expect that the majority of our patients, even those who have been exposed to or are experiencing symptoms consistent with COVID-19, will not require testing at this time. As always, if your child is ill and you are concerned about their condition, please call our office for guidance. If your child's doctor determines that your child meets the criteria for testing established by our local public health authorities and you desire to have them tested, we will make the appropriate referral to community testing facilities.~~

CURRENT – Blue Fish COVID-19 Testing Policy Update (3/23/2020)

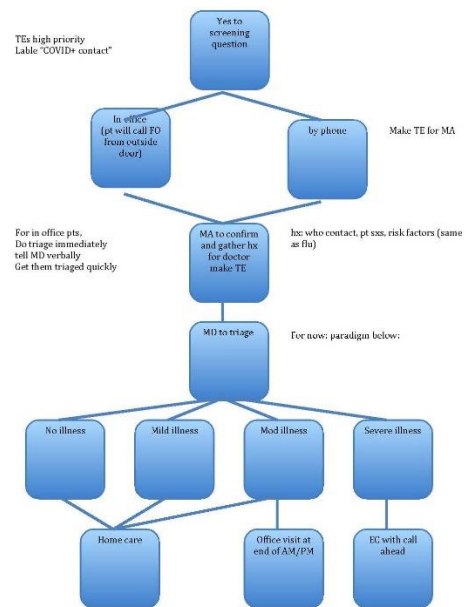
- Testing in our office will not substantially contribute to the epidemiological understanding of the COVID-19 pandemic at this time (large scale efforts are currently being implemented). Here is a link to the Harris County/Houston Coronavirus Disease (COVID-19) self-assessment tool which can determine who is at risk for COVID-19 and then refer you to a testing site if appropriate: <https://checkforcorona.com/harris-county#/welcome>

For all of these reasons, we expect that the majority of our patients, even those who have been exposed to or are experiencing symptoms consistent with COVID-19, will not require testing in our office at this time. As always, if your child is ill and you are concerned about their condition, please call our office for guidance. If your child's doctor determines that your child meets the criteria for testing established by our local public health authorities or you desire to have them tested, please visit <https://checkforcorona.com/harris-county#/welcome>

Reference Number: 105

Department: ALL

PREVIOUS – 3.17.2020 Triage Flow Chart



CURRENT – 3.27.2020 Triage Chart

COVID-19 TRIAGE CHART

	POSITIVE COVID TEST	POSITIVE COVID EXPOSURE	NO KNOWN COVID Exposure and NO Positive COVID Test
No Symptoms	<ul style="list-style-type: none"> Quarantine 14 days and monitor for symptoms Offer Telemedicine if wants evaluation If wanting to be seen in office discuss with MD 	<ul style="list-style-type: none"> Quarantine 14 days and monitor for symptoms Offer Telemedicine if wants evaluation If wanting to be seen in office discuss with MD 	Normal Triage
Mild to Moderate Symptoms	<ul style="list-style-type: none"> Isolate until fever free 3 days AND at least 7 days from beginning of symptoms* Offer Telemedicine if wants evaluation If wanting to be seen in office discuss with MD 	<ul style="list-style-type: none"> Isolate until fever free 3 days AND at least 7 days from beginning of symptoms Offer Telemedicine if wants evaluation If wanting to be seen in office discuss with MD 	Normal Triage
Severe Symptoms Very Lethargic Very Irritable Respiratory Distress	Send to Children's ER and call ahead to advise Hospital about +COVID Test	Send to Children's ER and call ahead to advise Hospital about +COVID Exposure	Normal Triage

*Test-based strategy recommends negative results for COVID-19 from at least two nasopharyngeal swabs >24 hours apart

Reference Number: 105A

Department: ALL

PREVIOUS – 3.27.2020 Triage Flow Chart (see above)

CURRENT – 4.1.2020 UPDATED Triage Flow Chart

COVID-19 TRIAGE CHART

	POSITIVE COVID TEST	POSITIVE COVID EXPOSURE	NO KNOWN COVID Exposure and NO Positive COVID Test
No Symptoms	<ul style="list-style-type: none">Quarantine 14 days and monitor for symptomsOffer Telemedicine if wants evaluationIf wanting to be seen in office discuss with MD	<ul style="list-style-type: none">Quarantine 14 days and monitor for symptomsOffer Telemedicine if wants evaluationIf wanting to be seen in office discuss with MD	Normal Triage
Mild to Moderate Symptoms	<ul style="list-style-type: none">Isolate until afebrile for 3 days, AND at least 7 days since onset of symptoms, AND URI Sx improvedOffer Telemedicine if wants evaluationIf wanting to be seen in office discuss with MD	<ul style="list-style-type: none">Isolate until afebrile for 3 days, AND at least 7 days since onset of symptoms, AND URI Sx improvedOffer Telemedicine if wants evaluationIf wanting to be seen in office discuss with MD	Normal Triage
Severe Symptoms Very Lethargic Very Irritable Respiratory Distress	Send to Children's ER and call ahead to advise Hospital about +COVID Test	Send to Children's ER and call ahead to advise Hospital about +COVID Exposure	Normal Triage

*Test-based strategy recommends negative results for COVID-19 from at least two nasopharyngeal swabs >24 hours apart

Reference Number: 106

Department: Front Office

PREVIOUS – 3.27.20 Front Office Telemedicine Protocol (see file)

CURRENT – 3.30.20 Front Office Telemedicine Protocol UPDATED (see file)

Reference Number: 106A

Department: Front Office

PREVIOUS – 3.30.20 Front Office Telemedicine Protocol UPDATED (see file)

CURRENT – 4.13.20 Front Office Telemedicine Protocol UPDATED (see file)

Reference Number: 107

Department: Back Office

PREVIOUS – 3.27.20 Back Office Telemedicine Protocol (see file)

CURRENT – 3.27.20 Back Office Telemedicine Protocol UPDATED (see file)

Reference Number: 107A

Department: Back Office

PREVIOUS – 3.27.20 Back Office Telemedicine Protocol UPDATED (see file)

CURRENT – 3.31.20 Back Office Telemedicine Protocol UPDATED (see file)

Reference Number: 108

Department: Back Office / Doctors

PREVIOUS – NA / Pre-COVID-19

CURRENT – 3.31.20 Memo on N95 Mask Usage

Blue Fish Pediatrics

Memo

To: MAs
From: Management
Date: March 31, 2020
Re: N95 masks

Effective immediately MAs need to wear N95 mask while swabbing for flu, RSV, and strep. Surgical mask can be worn during all other patient interaction.

Fabric masks should have a surgical mask slid in or under the mask.

N95 that have been used for strep, flu, and RSV swabs should be changed out about every 2 weeks since these are not used with every patient.

Any mask grossly contaminated or used with a possible COVID-19 patient need to be disposed of and a new mask will be given.

Reference Number: 109

Department: Back Office / Doctors

PREVIOUS – NA / Pre-COVID-19

CURRENT – 4.1.20 Memo on COVID-19 Attire

Blue Fish Pediatrics

Memo

To: Doctors and Back Office Staff
From: Jung and Pielop
Date: 4/1/20
Re: Attire during COVID-19

To help prevent as much viral exposure as possible, we ask that doctors and staff refrain from wearing their lab coats and/or fleece jackets, bracelets/watches and ties. If you need to wear a jacket, then your sleeves should be rolled up to your elbows so that you are bare from the elbows down. This will ensure that you are able to properly clean your hands and reduce the amount of germs transferred between patients.

Dr. Jung has posted an article in regards to this on the COVID-19 Facebook page. Supervisors can pull up Facebook and allow staff to read the article.

Reference Number: 110

Department: ALL

PREVIOUS – NA / Pre-COVID-19

CURRENT – 4.2.20 Memo on Sick Walk-Ins During WCC Blocks

Blue Fish Pediatrics

Memo

To: Doctors, Front Office, Back Office
From: Management
CC:
Date: 4/2/2020

Sick Walk-Ins During WCC Block Times

1. If a sick patient walks in to the office during the well visit block times, please politely ask the parent to wait in the hallway near the door or in their car (please keep in mind waiting in car should be reserved for clinics located on the first floor). Please explain to the parent that we are separating sick visits and well visits during separate segments of the day to prevent any exposure to our patients.
2. Get guidance from the physician on whether the patient can be seen right away or be put on the schedule during the sick visit hours.
3. Doctors will assess the patient to see if they are under any distress or having any difficulty of breathing. If no URI symptoms it should be ok to add the patient to the schedule and room quickly.
4. If a parent refuses to leave the waiting room, please politely ask the other families to sit on the opposite side of the waiting room until they are pulled into a room where the situation can be further managed privately. Please make sure you clean the waiting room after the patient has been pulled back.

Reference Number: 111

Department: Doctors

PREVIOUS – NA / Pre-COVID-19

CURRENT – 4.3.20 Memo on After-Hours Telemedicine Visits

Blue Fish Pediatrics

Memo

To: All Blue Fish Doctors
From: Owners and Management
Date: March 30, 2020
Re: After-hours Telemedicine Visits

Doctors who are on-call will be able to use Doxy.me to do telemedicine visits during non-office hours. If an on-call doctor wants to convert an after-hours phone call into a telemedicine visit, they are more than welcome to, as long as the following is done:

- The parent need to approve of being billed \$50 for the visit. This needs to be addressed before starting the visit. We will subsequently check their insurance and if telemedicine is covered, the \$50 charge will become a credit and may be reimbursed to the parent.
- The doctor will need to create a "Virtual Visit" for the after-hours telemedicine visit by creating a new telephone encounter and notating a SOAP note in the Virtual Visit tab in ECW.
- Should an exam or test be necessary, it can be scheduled the following day should the office be open. The doctor will need to let the front desk know to call and schedule the patient for a carvisit. If another doctor is required to examine the patient, the visit will go to that doctor and be billed as an in-office sick visit. There will not be compensation to the televisit doctor.
- The doctor will need to inform the front office to create a billing sheet for the after-hours telemedicine visit at the start of clinic the next business day.
- The front office will scan that billing sheet into the billing department's server and make sure it goes into the correct date folder.

The billing department will match the billing sheet to the notes entered by the doctor in the virtual visit of the telephone encounter they created for the telemedicine visit in ECW.

Reference Number: 111A

Department: Doctors

PREVIOUS – 4.3.20 Memo on After-Hours Telemedicine Visits

CURRENT – 4.7.20 Updated verbiage regarding \$50 charge

Update to after-hours Doxy visits for doctors:

Doctors,

When doing an after-hours doxy visit, rather than informing parents they will be billed \$50 for the telemedicine visit and then letting them know we will reimburse them if their insurance covers it, please inform them of the following instead:

"We will check with your insurance and if there is no coverage, you will get a bill for \$50.00."

This is less confusing and more accurate as far as the workflow of the billing sheet goes.

Reference Number: 112

Department: ALL

PREVIOUS – NA / Pre-COVID-19

CURRENT – 4.9.20 Testing Site Options for Patients

COVID-19 TESTING SITE OPTIONS FOR PATIENTS

Option 1: Free Public Health Option (no referral necessary)

1. The patient will need to visit <https://checkforcorona.com/harris-county#/welcome> - Harris County
<https://www.checkforcorona.com/fort-bend-county#/welcome> - Fort Bend County
2. Fill out prescreening questionnaire
3. If they qualify for testing, they will be given a phone number to call and a unique identification code
4. They call the number provided for the phone consultation
5. If they are deemed "at risk" they will be given another unique identification code and instructions on where to go for testing.
6. **Testing is done at no cost to the patient. Tests are done based on availability.**

Option 2: PCP Referral to a UT Physicians site

1. If the patient meets the current testing criteria on checkforcorona.com, their PCP will create a referral and assign it to "Referrals, UTP." A lab slip will be created so that the front office can attach it to the referral when they submit it. The lab slip is all the patient needs in order to qualify for testing, no further screening necessary.
2. To get the testing appointment scheduled, the parents should call UTP referrals at 713-486-2619, and have their PCP name and office phone number readily available.
3. The patient should show up to their testing site during their scheduled appointment time, in their vehicle, and photo ID ready. They will need to stay in their car for testing.
4. The referring physician will receive the lab results.
5. **Cash pay patients will be charged \$67 for the test. For patients with insurance, the lab will bill their insurance.**

Option 3: Urgent Care for Kids (no referral necessary)

1. Urgent Care for Kids is providing COVID-19 testing for children and adults. They are requiring a prescreen via virtual visit. The patient will need to register online <https://urgentcarekids.com/covid19-test/>. **All copays are being waived and for self-pay patients the virtual visit will only cost \$50. Testing is included with the virtual visit, if deemed necessary.**
2. If there is a risk for COVID-19 and the test is deemed medically necessary, the patient will be directed to the nearest Urgent Care for Kids testing site.
3. Upon arriving to the testing facility, the patient will have to call the clinic to announce their arrival.
4. The provider will swab the patient in the car and the patient is allowed to leave.
5. The patient will be called with the results.

Reference Number: 113

Department: Front Office

PREVIOUS – NA

CURRENT – 4.9.20 UPDATED Front Office Triage Questions/Protocol

Blue Fish Pediatrics

Memo

To: All Employees and Doctors
From: Management
cc:
Date: 4/9/2020
Re: Update on COVID-19 Screening

For all answered calls, the front office will now be asking two screening 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 the answer is "Yes" to either of these questions, the front office will offer a telemedicine visit. If the parent prefers to come in to the office instead, the front desk will triage the call and send it to the phone MA to determine if the patient needs to be seen in office or not. The physician is encouraged to offer a car visit when possible.

If the physician decides to see the patient in office, the front office will schedule the visit at the end of the day.

If the patient or parent just has a fever or just has a cough and not both fever and cough, the front office will schedule a normal sick visit.

These questions will be asked when making reminder calls for WCCs the day before as well.

Reference Number: 114

Department: Back Office

PREVIOUS – NA / Pre-COVID-19

CURRENT – 4.9.20 Memo on Door Attendant

Blue Fish Pediatrics

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.