

BLUE FISH PEDIATRICS (INTERNAL USE ONLY)
COVID-19 / Telemedicine Protocol Change Tracking – Weekly Updates

Update: 4/6/2020

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
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)
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

Reference Number: 101

Department: Back Office / Doctors

PREVIOUS – Nebulizer Treatment/Usage

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 – Nebulizer Treatment/Usage + Asthma Patients

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: 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 at 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)

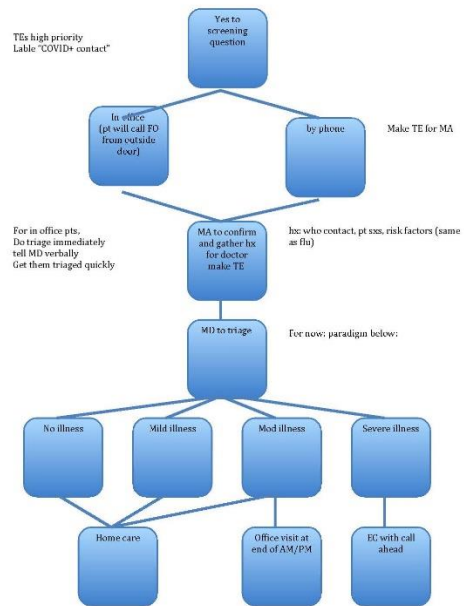
- Testing in our office will not substantially contribute to the epidemiological understanding of the COVID-19 pandemic at this time (large scale efforts are currently being implemented). Here is a link to the Harris County/Houston Coronavirus Disease (COVID-19) self-assessment tool which can determine 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 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 afebrile for 3 days, AND at least 7 days since onset of symptoms, AND URI Sx improved Offer Telemedicine if wants evaluation If 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 improved 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: 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: 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



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



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



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.