

Return to Ambulatory Care Guidance for COVID-19 positive or COVID-19 exposed Patients

Patients who are diagnosed with COVID-19 or are exposed to COVID-19 and require Novel Respiratory Isolation (including any patient with a “COVID-19 Confirmed” or “COVID-19 Exposure” flag on Apex) should receive time-sensitive health care using appropriate PPE and workflows. Only nonurgent medical care should be deferred until criteria to discontinue [isolation](#) or [quarantine](#) are met.

Outpatient Visits

Scheduling of Appointments

For patients who require a time-sensitive visit for a non-COVID-19 issue, or a procedure such lab draw, add to Appointment Note: “COVID Positive Protocol Required” This note indicates to the receiving team that Novel Respiratory Isolation PPE and workflows are required in order to safely treat the patient (See Day of Appt instructions below)

Prior to Patient Arrival

- Patients should be instructed on the steps to minimize exposure when they arrive at the clinic. These instructions include:
 - Direction on how to arrive at the clinic, including which entrance to use (prefer to use entrances that avoid the uses of elevators, or crowded lobbies, if possible).
 - Before entering the clinic, patients should call the care team to inform of their arrival so that they may be roomed right away. Per clinic availability and preference, patients may be escorted from their car or entrance by one of the clinic staff members.
 - Patients should wear a mask at all times (if age appropriate and no other contraindications) in the clinical space.
 - Approved caregivers, if needed to escort the patient, should wear a mask as well.
 - Patients should try to maintain a physical distance of at least 6 feet from other patients and staff members outside of an exam room.
 - Patients should contact their clinical team for questions regarding the discontinuation of these Novel Respiratory Isolation measures

Day of the Appointment

- Patients should wear a well-fitting medical mask covering the nose and mouth at all times in the clinic (if age appropriate and no other contraindications), even in an exam room. Patients should only remove mask if required for patient care activities (i.e. an oral exam).
- Patients should be roomed as soon as possible and placed in private room with the door closed.
- Limit the number of healthcare personnel who enter the room as much as possible.
- Healthcare personnel should adhere to **Novel Respiratory Isolation** when caring for patients with COVID-19 infection or who are COVID-19 exposed. These precautions include the use of the following PPE:
 - Fit-tested N95 respirator plus face shield, or PAPR

Gown & Gloves

Avoid performing any aerosol-generating procedures, if possible. For a full list of AGPs refer to this [guidance](#).

- Use dedicated or disposable noncritical patient-care equipment (e.g., blood pressure cuffs, stethoscopes) when possible. If equipment will be used for more than one patient, clean and disinfect such equipment according to manufacturer's instructions before use on another patient.
- After the patient leaves, clean the room, including all high touch surface areas with disinfectant wipes. **If an aerosol generating procedure is performed, let the room stand empty for the appropriate amount of time afterwards needed to clear $\geq 99\%$ of airborne contaminants (use 1 hour as the default but specific rooms/areas with relatively high numbers of air changes per hour may require less time) prior to cleaning.** Once this time elapses, the person cleaning the room should wear gown and gloves. Sani-Cloth AF3, Super Sani-Cloth, Clorox Bleach Wipes, and Clorox Hydrogen Peroxide Wipes are all effective at killing COVID-19

Key Contacts

Hours of operation are subject to change. For the latest updates, refer to UCSF Hospital Epidemiology and Infection Prevention website, and click on any Ambulatory triage algorithm.

Mount Zion RSC:

Backline: 415-885-3549

1600 Divisadero Ave, 2nd Floor of the Cancer Center San Francisco, CA 94115

Provider Only Central Scheduling Line: 415-514-2850

For urgent RSC scheduling needs. RSC appts still require a referral.

Hours of operation (subject to change): Seven days per week (Monday-Sunday), 8am-5pm