UCSF Health COVID-19 Ambulatory
NON-Respiratory Screening Clinics Workflow for Symptomatic Adults
Subject to modification - Refer to UCSF Infection Control Website for version updates
Owners: Susan Smith, MD & Bryn Boslett, MD

Guidelines cannot replace personalized evaluation and management decisions based on individual patient factors

Target Audience: UCSF Health Adult Primary and Specialty Clinic Staff & Providers

KEY INFORMATION

COVID Hotline(415-514-7328)
Monday-Friday: 8am-5pm; Saturday-Sunday: 8-2pm

VACC Hours of Operation: Now consolidated into the RSCs.
Monday-Sunday 8am-5pm

Provider Only Central Scheduling Line

1. Providers requesting RSC appts should use the smartphrase covidadultremotetriage for their patients & must put in a referral in Apex "Ambulatory Referral to COVID Testing Appointment or Respiratory Screening Clinic (UCSF ONLY)." Please note that if making a nurse-only visit, a future order for COVID testing must also be placed.

2. For urgent RSC scheduling needs feel free to call 415-514-2850 (RSC appts still require a referral even when calling) Hours of operation: Monday-Friday 8am-5pm; Saturday-Sunday 8am-5pm

Mobile Testing (Laurel Heights)
Monday-Sunday 9am-5pm

Adult Respiratory Screening Clinics (RSCs)

**Backline #s listed below are only for non-RSC clinics sending patients screening positive for COVID symptoms directly to RSCs for walk-ins with the "Clinic to RSC Passport."

-Mount Zion RSC; Backline: 415-885-3549
Monday-Friday 8-12 & 12:30-5pm
1600 Divisadero Ave, 2ndFloor of the Cancer Center San Francisco, CA 94115

-Parnassus RSC;Backline: 415-353-2138
Monday-Sunday 8-12 & 12:30-5pm
NOTE NEW LOCATION
400 Parnassus 1st Floor San Francisco, CA 94143

-Mission Bay RSC;Backline: 415-514-4085
Monday-Friday 8:30-12:30 & 1-5pm; closed at lunch
1825 4th street, 4th floor, Gateway Medical Building San Francisco, CA 94158

At Front-desk:
1. Has patient had any of the following **new / worsening** symptoms:
-Fever (100F or greater, or subjective)
-Unexplained muscle aches
-Shortness of breath, cough
-Sinus symptoms (congestion,runny nose, sore throat)
-GI symptoms (diarrhea, nausea, vomiting)
-Loss of taste or smell
-Eye symptoms (conjunctivitis)
-Confusion, dizziness, or falls

2. In the last 14 days, patient had sustained close contact (such as household contact or other unprotected exposure) with a person with a positive COVID-19 test?

3. In the last 30 days, patient had a positive COVID-19 test?

If there are patient concerns about the COVID environment or lack of clarity about symptoms, escalate to attending MD if needed.

—No→ Standard workflow

Yes

1. Alert clinical staff (MD, NP, RN) as needed.
2. If RSC on-site, send patient directly to RSC for walk-in with the "RSC Passport", including patient label. Call RSC backline for handoff.
3. If RSC off-site, have patient leave clinic and call COVID hotline for further triage.

—Life-threatening emergency→

1. Notify ED (Parn, MZ, or MB) of concern for COVID-19
2. If escort needed, **fit-tested provider** uses N95 mask and eye shield. If close physical contact needed, apply gown and gloves.

Patient to RSC (if on-site) or home + call COVID hotline

Patient roomed due to under-reporting of symptoms or exposures

1. Patient remains in exam room with closed door
2. **Fit-tested provider** applies PPE needed for symptomatic patient (see yellow box)
3. If RSC on-site, alert clinical staff to prepare "RSC Passport" and send patient directly to RSC for walk-in visit. Call RSC backline for handoff.
4. If RSC off-site, have patient leave clinic and call COVID hotline for further triage

PPE for symptomatic or known COVID+ patient

Only **fit-tested providers** should enter exam room with:
-N95 mask
-Eye / face shield

If physical contact OR prolonged close contact needed (<6 ft for 15 mins or more), also apply gown and gloves

For tips on PPE re-use guidelines, see PPE section on the UCSF infection control coronavirus website.