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Critical Points

- 1. All unvaccinated or not fully vaccinated essential caregivers must be entered into the testing tool upon admission of the patient to ensure timely testing as per CDPH guidelines.
- 2. UCSF does not test routine visitors for patients, they must have proof of completion of vaccination series (2 shots Pfizer or Moderna or 1 shot J & J) or a negative COVID-19 test within the previous 72 hours. Home tests or those that are self-interpreted are not accepted as must be read by a lab with hard copy or screen shot of the negative results.
- 3. Symptomatic/exposed caregivers receive PCR testing as a standard. Asymptomatic, non-exposed caregivers receive point of care testing as a standard. See Appendix I for Essential Caregiver Testing Decision Tree to use correct referral mechanism and testing method.

Supplies

- Labels and Requisition for testing at the bedside
- Tubes: see COVID RNA Test Specimen Collection

Procedure

Screening

- 1. Primary Caregiver Screening Occurs Daily at Either:
 - Entry to any of the four UCSF Hospital Locations
 - At the bedside (only Mission Bay Pediatric or Birth Center patients may be screened at the bedside for a COVID positive or exposed inpatient)





Screen Positive Procedure (Symptomatic or Exposed Essential Caregivers)

- 1. Place patient on Novel Respiratory Isolation pending the caregiver COVID-19 test.
- 2. Contact HEIP to inform them of caretaker.
- 3. Identify Alternative Primary Caregiver if possible (lives outside the household, not exposed).
 - Follow Visitor Policy for guidelines: https://infectioncontrol.ucsfmedicalcenter.org/sites/g/files/tkssra4681/f/UCSF%20Health%20COVID-19%20Visitor%20Guidance.pdf
- 4. If no alternate caregiver is available for the Children's Hospital or Birth Center, unit nursing staff submit caregiver information to the COVID Response Team via tiny.ucsf.edu/CDPHRequiredTesting or via the link on Carelinks:

Nursing Tools

- BCH-SF Acuity Tool
- (Launch from PC, not from inside Apex)
 - CDPH Visitor Testing
 - Clairvia Client
 - Clairvia Education
- Indicate that testing is required due to symptoms or exposure

Type of Testing Required

Essential caregiver with symptoms of or exposure to COVID-19

- Testing Mission Bay site via the drive thru or at the bedside performed by the nursing staff on the unit.
- For essential visitors at Parnassus or Mount Zion, the Respiratory Screening Clinic at Mount Zion or the Laurel Heights drive-thru may be used for testing.
 - Please choose your correct option when entering the tool.

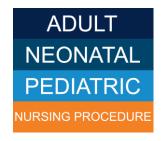
For symptomatic or exposed caregivers, please indicate how they will be tested.

At the drive thru (must drive, not walk up)

At the bedside (unit will get labels from testing center)

- If after hours, caregiver will receive call the next day, unless urgent ED visit clinically warranted.
- COVID Response Team Hours
 - Monday Friday (8am 5pm)
 - Saturday Sunday (8am 2pm)
 - Holidays (8am-2 pm)
 - Closed Christmas Day and New Year's Day
- If running into any difficulties getting the caregiver scheduled through the COVID Hotline, the nursing supervisor or unit nursing staff can call the scheduling line at 415-476-6407 and select option 3 for providers.
- Provide caregiver with essential caregiver testing referral letter (<u>Appendix D</u>).
- 5. COVID Response Team (CRT) will call the caregiver for Triage (as indicated) and testing plan.
 - Go into APEX, look up the MRN
 - If the essential caregiver has an APEX MRN then complete screening.
 - Send to Patient Triage Nurse Team via APEX pool.
 - If the essential caregiver DOES NOT have an APEX MRN
 - CRT will register the patient
 - · PCP will be medical director for UCSF testing sites





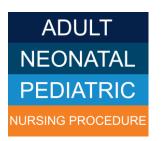
- COVID Hotline will follow complete screening and route to the COVID Patient Nurse Triage team via the APEX pool as a telephone encounter Reason for call: "Essential Caregiver Group"
- COVID Hotline Director will be notified via APEX to assist with any out-of-network insurance concerns.
- 6. COVID Hotline Nurse Triage
 - Essential Caregiver will be triaged out by the Nurse.
 - Triage Nurse will determine disposition per protocol if symptomatic (Appendix A).
 - Triage Nurse will place order under identified ambulatory provider.
 - Priority: STAT
 - Select: Symptomatic or Suspected COVID-19
 - Specimen Site/Additional Information: Essential Caregiver
 - Ordering Provider: identified ambulatory provider
 - Triage will route testing request or any RSC/Video Visit request to the COVID Centralized Scheduling team through the APEX pool as a telephone encounter – Reason for Call: "Essential Caregiver Group".
- 7. COVID Centralized Scheduler
 - Review request and follow notes to schedule at appropriate location
 - COVID test order
- 8. BCHSF Nursing Leadership
 - Management of visitation for the patient while caregiver is undergoing testing and after results
 - Refer to: https://infectioncontrol.ucsfmedicalcenter.org/sites/g/files/tkssra4681/f/UCSF%20Health%20

 COVID-19%20Visitor%20Guidance.pdf for quidelines
 - If caregiver stays at the bedside while symptomatic and waiting for test results, caregiver must wear appropriate PPE and child should remain in Novel Respiratory Precautions.
 - Patient COVID negative/asymptomatic and essential caregiver develops new symptoms
 - Caregiver to wear surgical mask and keep 6 ft away as much as possible
 - Patient COVID positive and caregiver symptomatic
 - Caregiver to wear surgical mask, eye protection, gloves and gown.
 - If caregiver is COVID positive to wear a surgical mask especially when a HCW is in the room.
- 9. Refers caregiver to social work if caregiver is unable to remain at bedside and housing needed.
- 10. Caregiver should report to testing site once appointment is scheduled or receive testing at the bedside (BCH and Birth Center only). See Appendix B for instructions on printing labels for caregivers.
- 11. Once testing is complete, follow Appendix C for instructions on clearance of caregivers to return to the bedside.

Unvaccinated or Partially Vaccinated Procedure (Asymptomatic, Non-Exposed Essential Caregivers)

- 1. Submit caregiver information to the COVID Response Team via tiny.ucsf.edu/CDPHRequiredTesting.
 - If after hours, caregiver will receive call the next day, unless urgent ED visit clinically warranted.
 - COVID Response Team Hours
 - Monday Friday (8am 5pm)
 - Saturday Sunday (8am 2pm)
 - Holidays (8am-2 pm)
 - Closed Christmas Day and New Year's Day
- 2. Novel Precautions is not needed while waiting for testing.
- 3. Guest Services and Security will follow the CDPH Required Testing workflow in determining whether a visitor who presents without a test can be allowed up to an inpatient area. See Appendix G for details.
- 4. To assist an essential caregiver without a test to determine the quickest way to receive testing at UCSF, see Appendix H.





Troubleshooting

Problem	Suspected issue	Action
Caregiver not scheduled	Not in tool	 Managers open Essential Caregiver testing file and ensure has been entered Call COVID Hotline: 415-476-6407

Procedure History

Author: Valerie Bednar, MA, BSN, RN, CCRN-K

Originated:

Resources: Visitor Escalation Committee and COVID Scheduling Hotline

Reviewed / Revised: 03/22 Kim Johnston RN, BSN; Valerie Bednar MA, BSN, RN, CCRN-K;

Tristan Penland RN, MSN

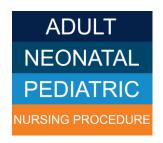
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Inquiries to Center for Nursing Excellence and Innovation at CenterforNursingExcellenceandInnovation@ucsf.edu







Appendix A: Dispositions for Symptomatic BCH Essential Caregivers

ED Disposition						
BCHSF Emergency Department	1975 4 th St. San Francisco, CA 94143	Call Peds Access to place on ED Expects board 415.353.1611 MB Emergency Department Phone: 415.353.1818				
Urgent Care Disposition						
BCHSF Emergency Department	1975 4 th St. San Francisco, CA 94143	Call Peds Access to place on ED Expects board 415.353.1611 MB Emergency Department Phone: 415.353.1818 Medical screening exam and testing provided. Clearance process through nursing supervisor/HEIP.				
Video Visit						
Virtual Acute Care Clinic (VACC) Visit 7 days per week 8 am-5:30 pm	VACC visit + Testing Site Visit or Bedside RN swabs parent and sends to Lab	Scheduled by COVID Scheduling Team through the appropriate Testing Site				
COVID Testing						
Mount Zion, Mission Bay, or Laurel Heights Testing Site Visit or Remote PCR (bedside RN to swab in collaboration with MB staff)	ATC Visit with Remote PCR Caregiver visits Testing Site as appropriate for location or BCH Only bedside RN swabs parent and sends to lab	Scheduled by COVID Scheduling Team				

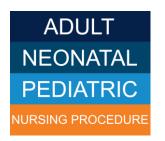
^{*}Manually add appointment note for remote PCR COVID swab for BCHSF Caregiver (COVID Scheduler Team)





DISPOSITION	STEPS	CAREGIVER ACTION
Emergent Evaluation	Send to the nearest ED—approved to present to Mission Bay Children's ED	An alternative asymptomatic caregiver should be identified. If no alternate caregiver is available, symptomatic caregiver needs to wear appropriate PPE and follow additional guidance and patient should be placed in Novel Respiratory
Urgent Evaluation (MB ED)	Communicate with BCH Access Center to add to ED Expects Board (415-353-1611), send caregiver to ED once on the board	A visitor exception letter will be needed to pass screening even if COVID negative.
Non-Urgent Evaluation (VACC)	Schedule with VACC Provider in the next 24-hours Place order for: COVID-19 Test Swab at Mission Bay Testing Site or to be completed at bedside	Unit Nursing leader should reach out to the Visitor Escalation Committee with COVID-19 test result and attestation that symptoms have improved for 24 hours. Complete .COVIDHOUSEHOLDCONTACTSDATACOLLECTIONTABLE in APeX If COVID-19 negative and symptom criteria met, visitor exception letter can be issued by VEC. Leverage visitor exception process if needed. If COVID positive, the caregiver will receive an initial intake by
Self-Care	by unit staff. Place order for:	the CRISM RN team regarding symptom onset date, result information, period of isolation, contact exposure. CRISM will follow caregiver during isolation period and initiate clearance process if cleared prior to 20-day isolation period Caregiver should be referred to SW for housing needs while unable to visit BCH.
Asymptomatic but exposed (close contact or part of a contact tracing).	Testing only visit Schedule into MB Testing Site or swab to be completed at bedside by unit staff. House Supervisor should refer to SW to place caregiver in alternate lodging if needed.	Caregiver is not able to go back to Children's Hospital until 10 days post exposure, unless exposure was to their COVID + inpatient child, due to a COVID exposure at UCSF Health, or an exception is provided by VEC Follow existing workflow for parents exposed by UCSF HCWs—allowed to remain at bedside with exception letter but must wear mask at all times (maintain 6 ft distance as able). Work with Social Work to identify alternate lodging options.





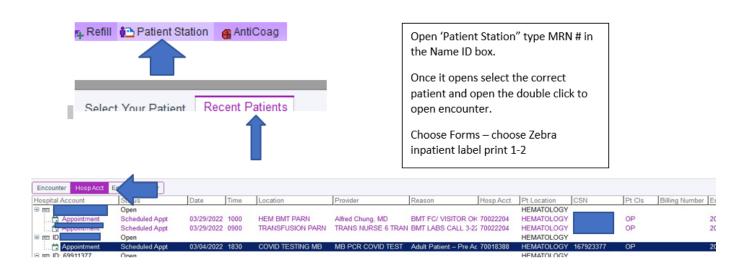
Appendix B: Testing Caregivers on the Unit

1. Once COVID test ordered, scheduler to call unit to communicate that caregiver is ready for testing.

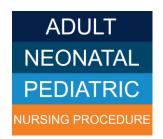
PATIENT CARE UNITS, MATERNAL/CHILD HEALTH

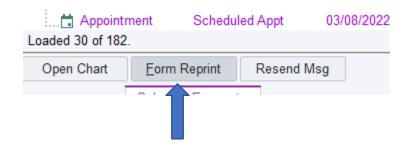
353-1955			
353-1352			
353-1631			
353-1616			
353-1818			
353-9140			
353-1921			
514-4089			
353-1565			
476-7670			
476-7699			
Other Services, Box 4012			
353-1203			
353-1574			

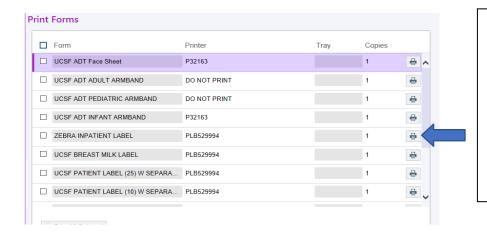
Unit staff follows this process to print labels and requisitions:





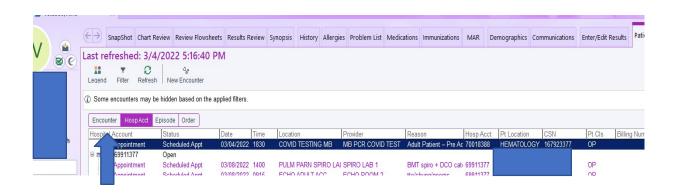






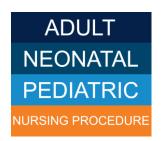
Print 1 label for Routine PCR and 2 labels for STAT PCR

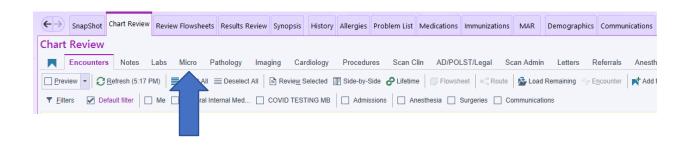
The 2nd label goes to lab with the specimen to be placed in lab logbook for STAT samples

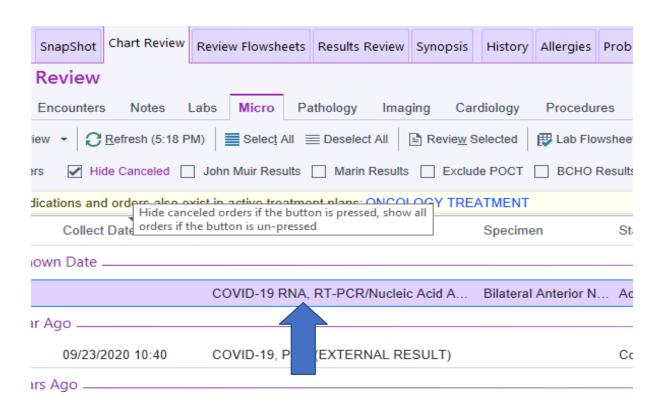








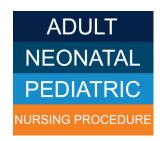




- 3. The same steps apply to print the requisition except
 - Open chart instead of forms
 - Then you click on Micro tab
 - Once that opens "Choose the order you want to print
 - COVID-19 RNA RT-PCR/Nucleic you double click on the order
 - The choose reprint order and the Requisition will print
 - This goes with the labeled sample in the routine or STAT bag to lab

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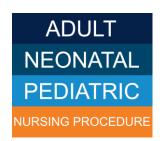


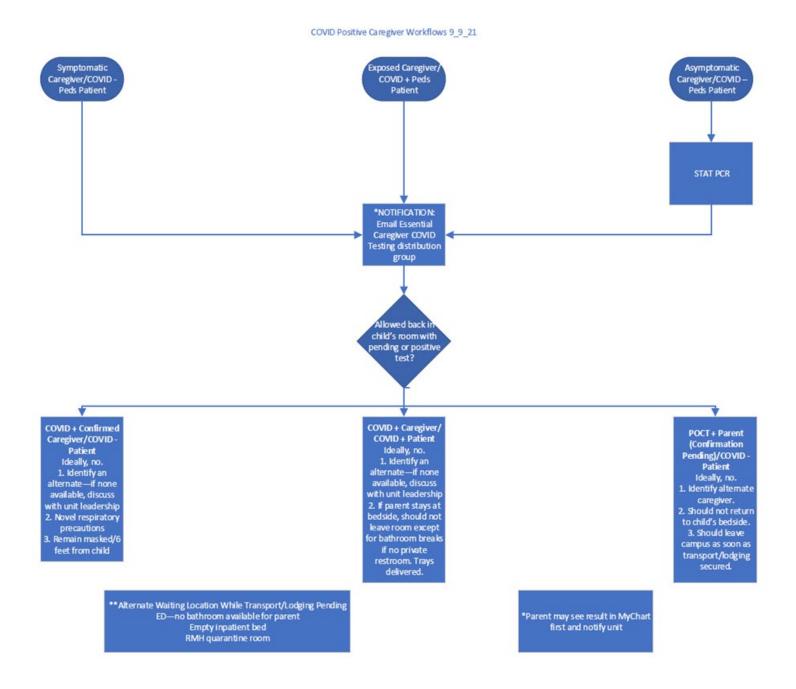
Appendix C: Clearance for COVID Positive Essential Caregivers in BCH

- 1. CLEARANCE CRITERIA FOR COVID POSITIVE CARETAKERS
 - a. For caregiver who test COVID-19 positive, they will be followed by COVID+ Results, Information and Short-term Management (CRISM) Team with automated calls every two days and available nurse triage and provider video visits.
 - b. Refer to Guidance for Discontinuation of Isolation:

 https://infectioncontrol.ucsfmedicalcenter.org/sites/g/files/tkssra4681/f/Infection_Prevention_Guidance_for_C_OVID-19_Positive_Patients.pdf
 - c. Clearance Letter obtained from the Visitor Escalation Committee after unit leaders complete .COVIDHOUSEHOLDCONTACTSDATACOLLECTIONTABLE in APeX and submit visitor escalation for review.
- 2. CLEARANCE CRITERIA FOR ASYMPTOMATIC CARETAKERS WITH HOUSEHOLD EXPOSURE
 - a. For Parent/ Caregiver living with or ongoing close contact with a COVID+ individual (non-patient), they can be cleared if
 - i. NO concerning symptoms in the patient, AND
 - ii. 10 days since the last unprotected contact with the COVID+ person, OR
 - iii. If cannot isolate from the COVID+ person, 10 days since the COVID+ person is no longer considered infectious
 - iv. Refer to this guidance https://infectioncontrol.ucsfmedicalcenter.org/sites/g/files/tkssra4681/f/Additional_Return_to_Care_C
 OVID Guidance.pdf
- CLEARANCE CRITERIA FOR SYMPTOMATIC CARETAKERS WITH NEGATIVE COVID TEST
 - a. Requires negative COVID-19 test result and attestation that symptoms have improved for 24 hours. A visitor exception letter will be needed to pass screening if COVID negative. Nursing leader should reach out to Visitor Escalation Committee—complete .COVIDHOUSEHOLDCONTACTSDATACOLLECTIONTABLE in APeX and submit visitor escalation for review.











Appendix D: BCH Essential Caregiver Testing Referral Letter



Dear BCHSF Caregiver,

We appreciate your cooperation with the screening process and your participation in keeping your loved one and our BCHSF community safe. Please follow these steps to expedite testing for COVID-19 and other respiratory viruses so we can assist in getting you back to your child's bedside as quickly as possible.

- 1. The nursing leader has requested that the COVID team call you to schedule testing for COVID-19. Please have your phone ready and answer unfamiliar phone calls.
- 2. Have your insurance card available.
- 3. You will be asked for the name of the birth center or pediatric patient's name and unit location.
- 4. Follow the instructions from the nurse on where to report to get tested.

Following your test, you will receive a call with your results or you can view them on MyChart.

If your test is negative, you will be given a clearance letter to be able to return to the bedside 24 hours after your symptoms have resolved. If there is no alternative caregiver available, you may be able to remain at the bedside while waiting for results.

If your test is positive, our COVID Results, Information and Short-term Management (CRISM) Team will check in with you regularly via phone and will work with your UCSF medical team to manage your symptoms. You will need a clearance letter before you can return to your child's bedside.

Please let the House Supervisor or nurse manager of your child's unit know if you have any questions.

Thank you,

Benioff Children's Hospital San Francisco Administration







Estimado cuidador de BCHSF:

Apreciamos su colaboración con el proceso de evaluación y su participación en mantener la seguridad de su ser querido y nuestra comunidad de BCHSF. Por favor, siga estos pasos para agilizar las pruebas de COVID-19 y otros virus respiratorios de modo que pueda volver junto a su niño lo antes posible.

- El jefe de enfermería ha solicitado que nuestro equipo de COVID se comunique con usted para programarle una prueba del COVID-19. Por favor tenga a mano su teléfono y responda a la llamada, aunque sean de un número desconocido.
- 2. Tenga a mano su tarjeta del seguro.
- Se le pedirá el nombre del centro de parto o el nombre del paciente pediátrico y la ubicación de la unidad.
- 4. Siga las instrucciones del enfermero sobre dónde dirigirse para hacerse la prueba.

Después de la prueba, recibirá una llamada con sus resultados o los puede ver en MyChart.

Si su prueba da negativo, se le dará una carta de autorización para poder regresar junto a su niño 24 horas después de que sus síntomas se hayan resuelto. Si no hay un cuidador alternativo disponible, es posible que pueda quedarse junto a su niño mientras espera los resultados.

Si su prueba da positivo, nuestro equipo de COVID Results, Information and Short-term Management (CRISM) (Resultados, información y manejo a corto plazo de la COVID) se comunicará con usted regularmente por teléfono y colaborará con su equipo médico de UCSF para controlar sus síntomas. Necesitará una carta de autorización para poder regresar junto a su niño.

Si tiene preguntas, hable con el supervisor general o el gerente de enfermería de la unidad de su niño.

Gracias,

El Departamento de administración de Benioff Children's Hospital de San Francisco





Appendix E: Sample BCH COVID Visitor Exception Letter

VISITOR EXCEPTION LETTER

Department of Hospital Epidemiology and Infection Prevention

350 Parnassus Avenue Suite 510 San Francisco, CA 94143 Tel:415-353-4343 TTY: 415-885-3889

Respiratory Screening Clinic—Mission Bay 1825 4th St 4th Floor

San Francisco, CA 94143

www.ucsfhealth.org

University of California San Francisco This letter is valid through *** Date

Patient: (Name & MRN) ***
Visitor: (Name & MRN) ***

To whom it may concern:

This letter serves as a visitor/ essential caregiver exception alert.

*** (Name of BCH Caregiver) is an essential caregiver/ support person of the BCHSF patient, *** (Name of BCH patient).

(DELETE this line, the titles and whichever scenario below that is NOT applicable to the visitor) EXPOSURE:

They may have had contact with a confirmed COVID-19 case. They have been evaluated for the exposure. They are asymptomatic and negative for COVID-19. Infection Control and Mission Bay Respiratory Screening Clinic Director, Dr. Manisha Israni-Jiang have cleared them to return to the patient's bedside at Benioff Children's Hospital San Francisco with the following restrictions: ***/ None

SYMPTOMS:

They have had symptoms in the last 14 days. They have been evaluated for these symptoms and found to be negative for COVID-19. Their symptoms have resolved. Infection Control and Mission Bay Respiratory Screening Clinic Director, Dr. Manisha Israni-Jiang have cleared them to return to the patient's bedside at Benioff Children's Hospital San Francisco with the following restrictions: ***/ None

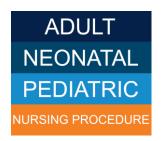
If the visitor is asymptomatic today and meets all other criteria, they may be cleared for visitation.

Please contact the BCH Nursing Supervisor at 415-502-0728, if there are additional questions.

Sincerely,

Lynn Ramirez, MD, MSc Medical Director Hospital Epidemiology and Infection Prevention





Appendix F: Sample Adult COVID Visitor Exception Letter





Visitor Escalation Committee

UCSF Helen Diller Medical Center at Parnassus Heights 505 Parnassus Ave, Box 0210 San Francisco, CA 94143

VisitorRequest@ucsf.edu

www.ucsfhealth.org

Patient Name: Visitor Name:

April 1, 2022

This letter serves as a visitor exception alert. The visitor of the patient mentioned above has had contact with a confirmed COVID-19 case and may answer "Yes" to the corresponding question on the visitor screen. If the visitor is asymptomatic and meets all other criteria, *they may be cleared for visitation.*

Please contact Tristin Penland, Patient Care Director 415-794-8119 (during business hours) if there are additional questions.

For after hours, please call the House Supervisor: Parnassus: 415-353-1964 or 415-443-4989 Mission Bay: 415-502-0562 or 415-443-3278 Mt. Zion: 628-248-8911

Sincerely,

Visitor Escalation Committee:

Tristin Penland MS, RN, CCRN Patient Care Director, Adult Critical Care Services

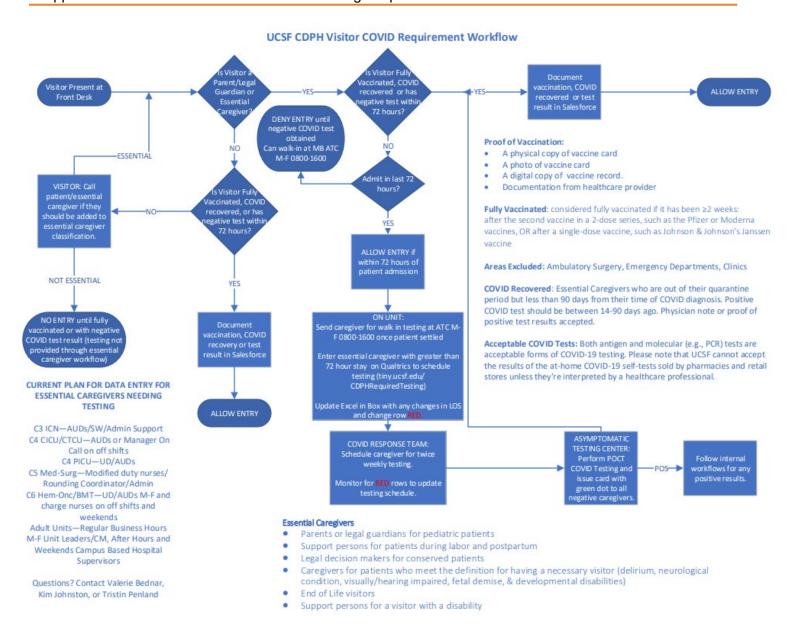
Michelle Mourad, MD

Professor and Vice Chair of Clinical Affairs and Value, Department of Medicine Medical Director, Transitions in Care, UCSF Health

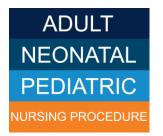




Appendix G: UCSF CDPH Visitor COVID Testing Requirement Workflow



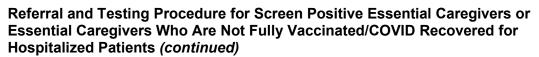




Appendix H: Troubleshooting for Unvaccinated or Partially Vaccinated Essential Caregivers

- Troubleshooting for Unvaccinated or Partially Vaccinated Essential Caregivers Who Do Not Have Proof of Negative Test Within Last 72 Hours and Aren't with a Newly Admitted Patient (admit within last 72 hours) (CDPH Required Testing)
 - a. Monday-Friday 0800-1600
 - i. Send to Mission Bay Testing Center for Walk-In COVID POCT test.
 - 1. Mission Bay Testing Center is open Monday-Friday 0700-1900 for scheduled appointments. The Practice Coordinator is only available 0800-1600, and needs to interact with any walk-ins, so please only send walk-ins during these hours.
 - b. After Hours Monday-Thursday
 - The quickest option for testing with result will be a POCT at the ATC the next day—see above.
 - c. After Hours Friday and Weekends
 - i. Call the COVID Response Scheduling Team at 415-476-6407.
 - 1. Monday to Friday, 8 a.m. to 5 p.m.
 - 2. Saturday and Sunday, 8 a.m. to 3:15 p.m.
 - 3. Request that the essential caregiver be scheduled for PCR at Laurel Heights Drive Through instead of Mission Bay POCT. Laurel Heights is open daily 0800-1600. Caregivers are also welcome to test in their local communities and should visit their county website for more information about those offerings. No at home tests are acceptable—results must interpreted by a health care professional, and include the caregiver's full name, date of the test and test result. If you feel like an exception should be made to allow the caregiver to visit their child despite not having a negative test, please escalate to the Visitor Escalation Committee (0800-1600 daily) or PCD on Call (after hours).







Appendix I: Caregiver Testing Decision Making Tree

UCSF West Bay Caregiver Testing Decision Making Tree

