

PROCEDURE FOR SCREEN POSITIVE ESSENTIAL/PRIMARY CAREGIVERS FOR HOSPITALIZED PEDIATRIC AND BIRTH CENTER PATIENTS AT BENIOFF CHILDREN'S HOSPITAL-SF

1. Primary Caregiver Screening Occurs Daily At Either:
 - a. Entry to Benioff Children's Hospital San Francisco (BCHSF)
 - b. Screening on Unit by BCHSF Nurse
 - c. Asymptomatic caretaker of a COVID positive inpatient
2. Unit to place patient on Novel Respiratory Isolation pending the caretaker having a COVID-19 test. Contact HEIP to inform them of caretaker.
3. Screener refers caregiver with positive symptoms or those who do not pass the screening to House Supervisor to confirm if they are an essential caregiver of a hospitalized Pediatric or Birth Center patient.
4. Identify Alternative Primary Caregiver if possible (Lives outside the household, not exposed)
 - a. Follow Visitor Policy for guidelines:
<https://infectioncontrol.ucsfmedicalcenter.org/sites/g/files/tkssra4681/f/UCSF%20Health%20COVID-19%20Visitor%20Guidance.pdf>
5. If no alternate caregiver is available, House Supervisor provides caregiver letter in Appendix C to communicate next steps for referral. The caregiver should call the COVID hotline at (415) 514-7328 during the hotline hours and select option 5 for UCSF patients and BCH caregivers. Once connected to the live navigator, they should provide the code "**BCHSF Essential Caregiver Group**". If after hours, ask caregiver to call during business hours the following day, unless urgent ED visit clinically warranted.

Monday – Friday (8am – 5pm)
Saturday – Sunday (8am – 2pm)

If caretaker cannot call themselves, with their permission, a member of the team can call on their behalf.

For limited English proficiency parents, provide them the translated instructional letter. To facilitate better service, unit staff or nursing supervisor should call the hotline and provide parent information, preferred language and contact number for the hotline to call back. Alternatively, unit staff or nursing supervisor can help family call interpreter line and then call the hotline together.

6. If caregiver stays at the bedside while symptomatic and waiting for test results, caregiver must wear appropriate PPE and child should be in Novel Respiratory Precautions.

Please refer to this guidance for further information on appropriate PPE and other instructions in the [visitor guideline](#) (page 16). Examples of PPE scenarios include:

- Patient COVID neg/asymptomatic and parent develops new symptoms and needs testing --> parent asked to wear surgical mask and keep 6 ft away as much as possible.

- Patient COVID pos and parent symptomatic --> parent asked to wear surgical mask, eye protection, gloves and gown unless found to be COVID pos. If COVID pos, asked to wear a surgical mask especially when a HCW is in the room.

House Supervisor refers caregiver to social work to determine housing needs while unable to visit in Children's Hospital.

7. If running into any difficulties getting the caregiver scheduled through the COVID hotline, please email:

Tasha.toliver@ucsf.edu

Freddie.Lopez@ucsf.edu

Ari.Kleiman@ucsf.edu

8. COVID Hotline receives the call – once the caller identifies as **“BCHSF Essential Caregiver Group,”** they will:

- 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
 - COVID Hotline will register the patient
 - PCP will be Dr. Dong Lee
- COVID Hotline will obtain the pediatric/ birth center patient's name and unit number.
- 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: **“BCHSF Essential Caregiver Group”**
- COVID Hotline Director will be notified via APEX to assist with any out-of-network insurance concerns.

9. 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 Dr. Dong Lee

Priority: STAT
Select: Symptomatic or Suspected COVID-19
Specimen Site/Additional Information: BCHSF Essential
Caregiver Ordering Provider: Dong Lee
- 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: **“BCHSF Essential Caregiver Group”**.

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 + ATC Visit with Remote PCR Bedside RN swabs parent and sends back to ATC	Scheduled by COVID Scheduling Team through ATC
COVID Testing		
ATC Visit with Remote PCR (bedside RN to swab in collaboration with ATC staff)	ATC Visit with Remote PCR Bedside RN swabs parent and sends back to ATC	Scheduled by COVID Scheduling Team through ATC

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

10. COVID Centralized Scheduler

- a. Review request and follow notes to schedule at appropriate location
- b. COVID test order

11. BCHSF Nursing Leadership

- a. Management of visitation for the patient while caregiver is undergoing testing and after results
 - i. Refer to:

<https://infectioncontrol.ucsfmedicalcenter.org/sites/g/files/tkssra4681/f/UCSF%20Health%20COVID-19%20Visitor%20Guidance.pdf> for guidelines

Appendix A - Dispositions

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 precautions.
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	
Non-Urgent Evaluation (VACC)	Schedule with VACC Provider in the next 24-hours Place order for: COVID-19 Test Swab to be completed at bedside by unit staff.	
Self-Care	Place order for: <ul style="list-style-type: none"> • COVID-19 Test • Pend order under Manisha Israni-Jiang, future order • Schedule into MB ATC with swab to be completed at bedside by unit staff. 	<p>Unit Nursing leader should reach out to HEIP/Nursing Sup with COVID-19 test result and attestation that symptoms have improved for 24 hours. If COVID-19 negative and symptom criteria met, visitor exception letter can be issued by HEIP or nursing supervisor. Leverage visitor exception process if needed.</p> <p>If COVID positive, the caregiver will receive an initial intake by 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</p> <p>Caregiver should be referred to SW for housing needs while unable to visit BCH.</p>
Asymptomatic but exposed (close contact or part of a contact tracing).	Testing only visit	Caregiver is not able to go back to Children's Hospital until 14 days post exposure, unless

	<p>Schedule into MB ATC with swab to be completed at bedside by unit staff.</p> <p>House Supervisor should refer to SW to place caregiver in alternate lodging if needed.</p>	<p>exposure was to their COVID + inpatient child, due to a COVID exposure at UCSF Health, or an exception is provided by visitor escalation group or HEIP.</p> <p>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.</p>
--	---	---

Appendix B – Clearance for Essential Caregivers Based on the UCSF Visitor Policy

CLEARANCE CRITERIA FOR COVID POSITIVE CARETAKERS

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.

1. Refer to Guidance for Discontinuation of Isolation:
https://infectioncontrol.ucsfmedicalcenter.org/sites/g/files/tksra4681/f/Infection_Prevention_Guidance_for_COVID-19_Positive_Patients.pdf
2. Clearance Letter obtained from Nursing Supervisor or HEIP after review of the CRISM notes.

CLEARANCE CRITERIA FOR ASYMPTOMATIC CARETAKERS WITH HOUSEHOLD EXPOSURE

For Parent/ Caregiver living with or ongoing close contact with a COVID+ individual (non-patient), they can be cleared if

- NO concerning symptoms in the patient, AND
- 14 days since the last unprotected contact with the COVID+ person, OR
 - If cannot isolate from the COVID+ person, 14 days since the COVID+ person is no longer considered infectious
 - Refer to this guidance
https://infectioncontrol.ucsfmedicalcenter.org/sites/g/files/tksra4681/f/Additional_Return_to_Care_COVID_Guidance.pdf

CLEARANCE CRITERIA FOR SYMPTOMATIC CARETAKERS WITH NEGATIVE COVID TEST

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 HEIP or Nursing Supervisor with negative test result and attestation that the caretaker's symptoms have resolved for 24 hrs.

Appendix C – Caregiver letter for COVID Hotline Referral

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. Call the UCSF Health COVID Hotline at 415-514-7328
 - a. Monday – Friday (8am – 5pm) and Saturday – Sunday (8am – 2pm)
2. Select option 5.
3. Provide the code **“BCHSF Essential Caregiver Group”**.
4. Have your insurance card available.
5. You will be asked for the name of the birth center or pediatric patients name and unit location.
6. 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.

1. Llame a la línea directa para COVID de UCSF Health al 415-514-7328
 - a. Lunes – viernes (8 a.m. – 5 p.m.) y sábados – domingos (8 a.m. – 2 p.m.)
2. Seleccione la opción 5.
3. Indique el código **“BCHSF Essential Caregiver Group”** (grupo de cuidadores esenciales de BCHSF).
4. Tenga a mano su tarjeta del seguro.
5. Se le pedirá el nombre del centro de parto o el nombre del paciente pediátrico y la ubicación de la unidad.
6. 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

Уважаемые опекуны пациентов BCHSF!

Благодарим вас за сотрудничество в процессе прохождения первичной проверки и за ваше участие в обеспечении безопасности ваших близких и нашего сообщества BCHSF. Пожалуйста, следуйте нижеуказанным шагам, направленным на ускорение тестирования на COVID-19 и другие респираторные вирусы, чтобы мы смогли помочь вам как можно скорее вернуться в палату вашего ребёнка.

1. Позвоните на горячую линию по вопросам COVID медцентра UCSF Health по телефону 415-514-7328
 - а. с понедельник по пятницу (с 8:00 утра до 5:00 вечера); в субботу и воскресенье (с 8:00 утра до 2:00 дня)
2. Выберите 5 если.
3. Предоставьте код **«BCHSF Essential Caregiver Group» (Группа основных опекунов пациентов BCHSF)**.
4. Приготовьте свою карточку медицинского страхования.
5. У вас спросят название родильного центра или имя и фамилию ребёнка-пациента, а также местонахождение отделения.
6. Следуйте инструкциям медсестры/медбрата относительно того, куда обратиться для прохождения теста.

После прохождения теста вам позвонят и сообщат его результаты, либо вы сможете ознакомиться с ними в системе MyChart.

Если результат вашего теста отрицательный, то вам будет выдано письмо с разрешением вернуться в палату ребёнка через 24 часа после исчезновения симптомов. Если нет другого опекуна, вам может быть позволено остаться в палате ребёнка пока вы ожидаете получения результатов.

Если результат вашего теста положительный, то команда, занимающаяся уведомлением о результатах COVID, предоставлением информации и осуществлением краткосрочного наблюдения (CRISM) будет регулярно связываться с вами по телефону и совместно с вашей лечебной командой UCSF будет предпринимать действия, направленные на облегчение ваших симптомов. Вам потребуется получить письмо с соответствующим разрешением перед тем, как вы сможете вернуться в палату своего ребёнка.

Если у вас есть какие-либо вопросы, пожалуйста, обращайтесь к старшему врачу или старшей медсестре отделения, в котором находится ваш ребёнок.

С благодарностью,

Администрация детской больницы Benioff Children's Hospital San Francisco

親愛的BCHSF看護者：

我們感謝您配合篩檢流程以及一同保持您的親人和我們BCHSF社區的安全。請遵守這些步驟以加快COVID-19和其他呼吸道病毒測試，因此我們可以協助讓您儘快回到子女的病床邊。

1. 請撥打UCSF Health COVID專線415-514-7328
 - a. 週一至週五（上午8點到下午5點）和週六日（上午8點到下午2點）
2. 請選5。
3. 提供代碼「**BCHSF Essential Caregiver Group**」。
4. 備妥您的保險卡。
5. 會請您報出生產中心的名稱或兒科病人的姓名和科室地點。
6. 遵守護士關於在何處報到接受測試的指示。

測試之後，您會接到來電告知您的結果，也可以在MyChart查閱。

如果您的測試結果是陰性，您會得到一封許可信，能夠在症狀消退24小時後回到病床邊。如果沒有替代的看護者，您可以留在病床邊等待結果。

如果您的測試結果是陽性，我們的COVID結果、資訊和短期管理（CRISM）團隊會定期打電話向您檢查，並與您的UCSF醫療團隊一起管理您的症狀。您需要核准信才能回到您子女的病床邊。

如果您有任何問題，請詢問您子女病房的護士長。

謝謝您，

Benioff Children's Hospital San Francisco行政處

Appendix D – Sample Visitor Clearance/ 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

DATE:

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. Dong Lee 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. Dong Lee 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

Amy D. Nichols, RN, MBA, CIC
Director, Department of Hospital Epidemiology and Infection Control

Dong Lee, MD
Medical Director, Respiratory Screening Clinic at Mission Bay

Appendix E: Mission Bay ATC Remote Swabbing Workflow

1. Bedside RN/ Nursing Supervisor to provide caregiver with nursing unit name to tell COVID Hotline when giving the BCHSF caregiver letter for COVID Hotline Referral in Appendix C.
2. COVID Hotline to add BCH/ birth center patient name and hospitalized location to caregiver chart (add to detailed .phrase).
3. Once COVID test ordered, scheduler to call unit to communicate that caregiver is ready for testing.

PATIENT CARE UNITS, MATERNAL/CHILD HEALTH

Cardiac Intensive Care Unit - C4	353-1955
Pediatric Intensive Care Unit - C4	353-1352
Children's Hematology/Oncology - C6	353-1631
Children's Blood and Marrow Transplant Unit - C6	353-1616
Children's Emergency Department - C1	353-1818
Children's Cardiac Transitional Care Unit - C4	353-9140
Children's Medical Surgical Unit - C5	353-1921
Children's Transitional Care Unit - C5	514-4089
Intensive Care Nursery - C3	353-1565
Birth Center - A3	
Labor and Delivery	476-7670
Postpartum	476-7699
Other Services, Box 4012	
Child Life Department	353-1203
Perinatal Outreach Department	353-1574

4. Unit staff calls Mission Bay Asymptomatic Testing Center (ATC Charge on Voalte or 415-502-3402) and reports:
 - a. Caregiver name and birthdate who requires testing
 - b. Tube station to send labels and testing supplies.
5. Unit staff completes swab and tubes to lab for processing.