# Standard Work Instruction Sheet (SWIS): Employee/Physician/Student and Patient/Visitor Screening

**Title:** Daily Screening Workflow for Employees/Patients/Visitors  
**Date Updated:** 4/2/20  
**Performed by:** Ambulatory Clinic Screeners  
**Version #:** 3

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<th>Task #</th>
<th>Task</th>
<th>Visual of Tool</th>
<th>Script/Comments</th>
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</table>
| 1.     | Greet person as they arrive and determine if employee or patient/visitor  
If a patient, ask **“Are you going to the RSC today?”** If yes, direct the patient to the nearest RSC (Parnassus or Mt Zion campus) | ![Visual of Tool](image1.png)  
![Visual of Tool](image2.png) | **Script** “Hello, welcome! We are conducting a Daily Health Screen for all employees, patients and visitors. This is in response to the City and County of San Francisco order to help us keep all of our patients and health care workers safe from exposure to infection.”  
When confirming online health screen complete:  
- **DO NOT** touch phone. Ask employee to hold it up for clear viewing.  
**Script** “This sticker is good until midnight and you will be required to be screened and get a new sticker each day you work.”  
Key point: employees may not know about Online Health Screen. Provide information for next time (signs, text option or email). |
| 2a.    | Online health screen completed by employee  
1. Look at text message or email and confirm “cleared for work”  
2. Confirm date of work clearance is in the future  
3. Provide sticker and allow entry | ![Visual of Tool](image3.png)  
![Visual of Tool](image4.png) |  
| 2b.    | In-Person screen required (employee did not complete online health screen)  
Select appropriate screening tool:  
- Employee/Physician/Student OR  
- Patient/Visitor  
Read questions on the Daily Screen tool **as written** and in **order**.  
Follow actions as indicated on tool as appropriate for: patients, visitors, or employees and guide the individual on next steps | ![Visual of Tool](image5.png)  
![Visual of Tool](image6.png) | **Script** “I’m going to ask you a few questions”  
Key point: questions are designed to build on each other. Important to read in order. |
| 3.     | If a **staff member** replies “Yes” to any of the screening questions, follow directions on the tool as written  
If a **patient** replies “Yes” to any of the screening questions, give them a pink sticker, mask, and send to the nearest RSC (Parnassus/Mt Zion)  
If a **visitor** replies “Yes” to any of the screening questions, follow directions on the tool as written | ![Visual of Tool](image7.png)  
![Visual of Tool](image8.png) | **Script** “I am sorry, but due to your answer to this question, we cannot allow entry into the building, please (read response)”  
For those when No Entry is advised:  
**Script:** “I am sorry, but due to your answer to this question, we cannot allow entry into the building, please (read response)” |
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<td>5.</td>
<td>Determine if a visitor accompanying the patient is an “essential visitor” by calling the clinic point of contact and verifying. If the patient is not a clinic-approved “essential visitor”, inform the patient of the “Zero Visitor Policy” and follow instructions on the tool as written. Ask the patient to wait in the designated “visitor waiting area” or their vehicle or pick up the patient once appointment is complete. <strong>Key Point:</strong> Visitors who have not been approved by the clinic point of contact as “essential visitors” should not be allowed to accompany the patient to the clinic. <strong>Script:</strong> “I am sorry this is happening and you are not able to accompany your family member as you had planned. You are welcome to wait in our “visitor area” or your vehicle until the appointment is complete. Thank you for helping us protect our patients.”</td>
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<td>6.</td>
<td>If employee/patient/visitor is cleared to enter, provide sticker color-of-the-day and a mask. Patients/Visitors: wear on clothing. Employee: wear on badge and ask to remove any previous stickers. <strong>Key Point:</strong> Do not touch the employee’s badge or patient/visitor’s clothing. <strong>Script:</strong> “Please remove any stickers from previous days. This sticker should be worn on your badge to verify that you completed the daily screen. You’ll be expected to participate in the screening process each day you come into work and will receive a new sticker.”</td>
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<td>7.</td>
<td>Thank You! <strong>Script:</strong> “Thank you for helping to keep our UCSF community safe!”</td>
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<td>8.</td>
<td>Screeners should direct specific concerns or other related escalations to the point of contact identified for each location. <strong>400 Parnassus</strong> – Gita Patel (415-823-8817). <strong>2330 Post Street</strong> – Bradley Crow (415-519-7124). <strong>2356 Sutter Street</strong> – Eric McNey (415-794-9603). <strong>1545 &amp; 1701 Divisadero Street</strong> – Eric McNey (415-794-9603). <strong>Other Locations</strong> – contact your Administrative Director and/or Director. <strong>For any general questions or concerns,</strong> contact Harnoor Jolly (<a href="mailto:harnoor.jolly@ucsf.edu">harnoor.jolly@ucsf.edu</a>). <strong>Security (non-emergency):</strong> 415-476-1414, <strong>emergency:</strong> 911 or campus phone: 415-476-6911.</td>
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