

## Working Practice

### Long Term Cardiac Monitoring Clinic at VSP

#### Criteria for Enrollment:

1. Patients meeting PROPhecy study criteria will take priority ( $\geq 55$ , one negative holter and stroke/high risk TIA patients) for cardiac monitoring.
2. No age limit.
3. Patients must be able to come to VSP Office for hook up and device return. For out-of-town patients, please refer to VGH Heart Services, Broadway Holter, or Dr. Brett Heilbron's clinic at St. Paul's Hospital.
4. If ESL, patient needs to bring 1 family member who lives with him/her to provide translation.
5. Male patients with chest hair must shave prior to enrollment.
6. Patients must not be residing at another facility and must not be inpatients at a different acute or rehabilitation site (i.e. GF Strong/Holy Family hospital, long-term care). Assisted living facilities are acceptable.

#### Referral Procedure:

- Referrals with patient's name and MRN should be **faxed to 604-875-4076** (Attention Princess King-Azote).

#### Monitoring Hook Up:

1. Appointments will be scheduled every Tuesday and Wednesday afternoon. No unscheduled clinic hookup will be performed.
2. Only 1 hookup per patient. Once battery is depleted, there will be no second hookup (i.e. if battery stops working on 24<sup>th</sup> day, the total days of monitoring will just be 24 days).
3. Device return will be on Tuesday and Wednesday afternoon, unless patient or family member is unable to come then they may return device on any weekday afternoon.
4. Device return will be a drop off at Cess' mailbox outside her office door (Room 8293).

#### Safety Plan:

1. Only 1 patient per hookup day will be scheduled.
2. Appointment bookings and reminder phone calls will be booked by Princess King Azote. When booking appointments and completing reminder phone calls, the COVID-19 screening questionnaire will be completed as outlined in the Screening section below.
3. Max people inside the research office: 3 (staff, patient and/or family member)
4. Everyone will be wearing face masks.
5. Staff will be wearing facemask and gloves.
6. Hand sanitizers are provided.
7. Spiderflash device will be sanitized before and after use. Device disinfection SOP will be used by staff.
8. Cardiac device hookup will be done by rotating staff (Cess, Karina, Leah, Michelle). COVID-19 screening questionnaire will be completed upon patient's arrival to the clinic as outlined in the Screening section below.

**Screening:**

- Prior to coming to work, each research staff will screen themselves for COVID-19 symptoms following the BC COVID-19 Self-Assessment Tool
  - <https://bc.thrive.health/covid19/en>
- Patients and family member attending appointments at DHCC or UBC will be screened using the VCH's Screening Scripts for Ambulatory Setting (Appendix A – COVID-19 Screening Procedures: Phone)
- Screening will be done by the research staff when:
  - booking an appointment,
  - conducting an appointment reminder call (at least 24 hours prior to appointment),
  - and upon the patient's arrival to the clinic (Appendix B – COVID-19 Screening Procedures: In-Person)
- If patient has symptoms based on phone screening, the appointment should be rescheduled
  - Reschedule the appointment in 14+ days
  - Advise patient to seek medical advice for symptoms and/or visit a collection centre to get tested prior to the rescheduled appointment.
- Patients will be advised to bring only one family member or caregiver to accompany them to their appointment. If a family or support member attends the appointment, they will be screened and asked to stay in the waiting area. If a patient has significant cognitive impairment or language barrier, a family member will be allowed in the research space and personal protective equipment (PPE) will be donned by the research staff during this instance.
- Patients will be reminded to follow instructional signs posted in the DHCC or UBC Hospital lobby.

Appendix A

COVID-19 Screening Procedures: Phone



COVID-19 Recovery: Public Health and Infection Prevention & Control  
Screening Scripts for Acute Settings

Updated: 20 May 2020

**FOR APPOINTMENTS REMINDERS AND PATIENT PHONE CALLS**

*Note: Before calling, please confirm with the identified physician whether this patient is on the essential condition/appointment list.*

Hello, my name is (your name), at (hospital & department name). I am calling to confirm your appointment with (Dr/Clinicians name) on (Date and time of appointment). As part of our preliminary screening for COVID-19, we have a few questions we will need you to answer:

(NOTE TO CLERICAL STAFF: please reference the tables below and follow the appropriate process outlined)

In the last 14 days, have you:

	No	Yes
Returned from travel outside of Canada?		
Been in close contact with anyone diagnosed with lab confirmed COVID-19?		
Lived or worked in a setting that is part of a COVID-19 outbreak?		
Been advised to self-isolate or quarantine at home by public health?		

Do you have new onset of any of the following symptoms:

	No	Yes
Fever		
Cough: new or worse than usual		
Shortness of breath		
Diarrhea		
Nausea and/or vomiting		
Headache		
Runny nose/nasal congestion		
Sore throat or painful swallowing		
Loss of sense of smell		
Loss of appetite		
Chills		
Muscle aches		
Fatigue		

<b>If NO – Proceed as follows</b>	
<p>Thank you for this information. Based on your answers, it does not appear you have any COVID-19 risk factors or symptoms.</p> <p>Next, we would like to confirm that you will be attending your appointment on <u>(date and time of appointment)</u>?</p> <p><i>If cancelling/rebooking - reschedule as appropriate or offer teleconsult/virtual consult, if applicable.</i></p> <p><i>If attending appointment in person:</i> Please note that VCH is taking the necessary precautions to provide the best possible care in a safe environment for our patients, residents, visitors, staff and medical staff. Every patient needing care, regardless of COVID-19 status, is welcomed at VCH.</p> <p>When you arrive to the hospital, you will be asked these questions again. You may have to wait in line to enter the building or elevator. Please arrive only (insert timeframe) before your appointment.</p> <p>If you have a mask at home, please wear it to your appointment. You will be asked to sanitize your hands when you enter the building and when you come to the clinic.</p> <p>We have restricted visitor policy at the hospital. Please come to your appointment by yourself. If you need assistance, please restrict it to one person and ask them to wear a mask if possible.</p> <p>If you do develop any fever, cough, shortness of breath or influenza-like symptoms; please follow the recommendations from the self-assessment tool (<a href="https://bc.thrive.health/">https://bc.thrive.health/</a>) or the recommendations outlined by 8-1-1 or your primary care provider.</p> <p>If there are any changes to your health prior to coming into the hospital, please notify us at <u>(provide appropriate phone number)</u>.</p>	
<b>If YES to <u>any</u> of the questions – Proceed as follows (A or B)</b>	
<p><b>Option A – Urgent or Emergent Procedures or Treatments</b></p> <div style="border: 1px solid black; padding: 5px; margin: 10px 0;"> <p><i>Note: Proceed as medically indicated, regardless of the patient's COVID-19 status, and should not be delayed for testing or test results. For urgent or emergent procedures or treatments, patients reporting new symptoms consistent with COVID-19 should <u>undergo COVID-19 testing prior, when possible.</u></i></p> </div> <p>Thank you for this information.</p> <p>Please note that VCH is taking the necessary</p>	<p><b>Option B – Elective Procedures or Treatments</b></p> <div style="border: 1px solid black; padding: 5px; margin: 10px 0;"> <p><i>Note: Elective procedures or treatments for confirmed COVID-19 patients and those patients who have had contact with, or an exposure to, a COVID-19 patient (known and being followed by public health officials) <u>should be delayed</u> until the patient is deemed recovered and non-infectious according to the provincial protocols or the procedure/ treatment becomes urgent or emergent.</i></p> </div> <p>Thank you for this information.</p>

<p>precautions to provide the best possible care in a safe environment for our patients, residents, visitors, staff and medical staff. Every patient needing care, regardless of COVID-19 status, is welcomed at VCH.</p> <p>Based on your answers, we are required to give you some additional instructions prior to your visit:</p> <ul style="list-style-type: none"> <li><input type="checkbox"/> If you are able to, please visit a collection centre <a href="#">near you</a> and get tested prior to appointment.</li> <li><input type="checkbox"/> If you have a face mask, please wear it when you come in. If not, please alert the greeter at the hospital entry point and they will provide you with a mask.</li> <li><input type="checkbox"/> If you are wearing gloves, you will be asked to remove them and perform hand hygiene. Please do not wear gloves into the hospital.</li> <li><input type="checkbox"/> Upon check-in, you will be asked these screening questions again.</li> <li><input type="checkbox"/> If still have COVID-19- like symptoms:             <ul style="list-style-type: none"> <li>o Alert the hospital entry point greeters</li> <li>o Also alert the front desk clerical staff</li> </ul> </li> </ul> <p>Please note we have restricted visitor policy at the hospital. Please come to your appointment by yourself. If you need assistance, please restrict it to one person and ask them to wear a mask if possible.</p> <p>[NOTE TO CLERICAL STAFF: please try to schedule procedure or treatment at the end of the day, if possible. Also, it is recommended to notify the front desk clerical staff regarding this patient’s current COVID-19 status.]</p>	<p>Please note that VCH is taking the necessary precautions to provide the best possible care in a safe environment for our patients, residents, visitors, staff and medical staff. Every patient needing care, regardless of COVID-19 status, is welcomed at VCH.</p> <p>Based on your answers, I will need talk with your physician and check whether we can provide you an appointment by phone or virtual health or if the doctor would like you to come in person on another day.</p> <p>I will phone you back shortly.</p> <p>[NOTE TO CLERICAL STAFF: Confer with the physician and ask if the patient should come in person. If the physician suggests a <a href="#">virtual health/telephone visit</a>, call the patient to arrange an appointment. If the physician indicates an <a href="#">in person appointment</a> is required, call the patient and schedule the appointment in 14+ days or earlier if physician dictates.]</p> <p><i>Call patient back to arrange appointment.</i></p> <p>For those patients requiring in-person appointments: I have spoken with the physician and they would like you to come in person. Can we book an appointment on <a href="#">(date and time of appointment*)</a>?</p> <p>*[NOTE TO CLERICAL STAFF: please ensure date of appointment is at least 14 days from symptom onset.]</p> <p>Please note we have restricted visitor policy at the hospital. Please come to your appointment by yourself. If you need assistance, please restrict it to one person and ask them to wear a mask if possible.</p> <p>If there are any changes to your health prior to coming into the hospital, please notify us at <a href="#">(provide appropriate phone number)</a>.</p>
<p><b>For any patients that call back to alert of health changes - please complete the preliminary screening questions again and follow the recommendations based on the new results.</b></p>	

Appendix B  
**COVID-19 Screening Procedures (In-Person)**



**COVID-19 Recovery: Public Health and Infection Prevention & Control  
Screening Scripts for Ambulatory Settings**

Updated: 20 May 2020

**FOR IN-PERSON SCREENING AT DESIGNATED UNIT RECEPTION**

Hello, Welcome to (Unit/Department Name). My name is (your name), can you please sanitize your hands first.

As part of our pre-screening process, we have a few questions we will need you to answer:

(NOTE TO CLERICAL STAFF: please reference the tables below and follow the appropriate the process outlined).

In the last 14 days, have you:

	No	Yes
Returned from travel outside of Canada?		
Been in close contact with anyone diagnosed with lab confirmed COVID-19?		
Lived or worked in a setting that is part of a COVID-19 outbreak?		
Been advised to self-isolate or quarantine at home by public health?		

Do you have new onset of any of the following symptoms:

	No	Yes
Fever		
Cough: new or worse than usual		
Shortness of breath		
Diarrhea		
Nausea and/or vomiting		
Headache		
Runny nose/nasal congestion		
Sore throat or painful swallowing		
Loss of sense of smell		
Loss of appetite		
Chills		
Muscle aches		
Fatigue		

If NO – Proceed as follows	If YES to <u>any</u> of the questions– Proceed as follows
<p>NOTE TO CLERICAL STAFF: If patient responds no, and does not appear symptomatic:</p> <ul style="list-style-type: none"> <li><input type="checkbox"/> Request that the patient/client maintains physical distancing (if not wearing a mask)</li> <li><input type="checkbox"/> Proceed as normal.</li> </ul>	<p>[NOTE TO CLERICAL STAFF: If patient responds yes, or appears symptomatic, follow this procedure.]</p> <p>Ensure that the patient is wearing a face mask already. If not, provide them with a surgical/procedure mask.</p> <p>Provide the patient with the <a href="#">Information Sheet for Patients, Clients, Family Members, and Visitors Exhibiting COVID-19-like Symptoms</a>.</p> <p>Take the patient directly to the isolation/examination room. If no room is available, ask the patient to take a seat in designated area.</p> <p>Clean and disinfect the patient side of the clerical area using appropriate disinfectant wipes. Refer to VCH's <a href="#">Cleaning and Disinfecting Guidelines</a>.</p> <p>Notify physician/clinician that patient has arrived and is presenting with symptoms.</p>