

International Patient Coordination COVID-19 Workflows



Screening Workflow for all International Patients

- The BHI clinical team will take into consideration a patient's country of origin during the patient acceptance process.
- As part of the regular international care coordination process, BHI coordinators ask patients Baptist Health's screening questions (all calls are on recorded lines).
 - Patients also answer screening questions on BHI electronic intake forms.
- BHI coordinators inform patients that they will also undergo Baptist Health's triple screening process.
 - BHI coordinators inform patients about Baptist Health's Visitor Policy.
 - BHI coordinators inform patients that appointments and procedures will be canceled if patients test positive for COVID-19.
 - BHI coordinators tell BHSF facility or physician practice schedulers (who enter notes in patients' records):
 - If international patients answer any screening questions in the affirmative.
 - If international patients need accommodations,

International Workflows by Facility Type	
Urgent Care	<ul style="list-style-type: none"> ▪ All patients screened at Urgent Care Center entrances. ▪ If international patient answers in the affirmative to any screening questions, provider and staff care for patient using appropriate PUI PPE.
Imaging	<ul style="list-style-type: none"> ▪ BHI screens international patients during intake process. <ul style="list-style-type: none"> ▪ BHI coordinator informs scheduler of patient's potential risk factors or required accommodations. ▪ Patients screened at Imaging Center entrances. ▪ If international patient answers in the affirmative to any screening questions, provider and staff care for patient using appropriate PUI PPE.
Outpatient Center Endoscopy	<ul style="list-style-type: none"> ▪ BHI screens international patients during intake process. <ul style="list-style-type: none"> ▪ BHI coordinator informs scheduler of patient's potential risk factors or required accommodations. ▪ Patients screened at Endoscopy Center entrances. ▪ Providers and staff care for all patients using appropriate PUI PPE.
MCI/Physician Practice	<ul style="list-style-type: none"> ▪ BHI screens international patients during intake process. <ul style="list-style-type: none"> ▪ BHI coordinator informs scheduler of patient's potential risk factors or required accommodations. ▪ Patients screened at MCI/Physician Practice entrances and at each treatment area within MCI. ▪ If international patient answers in the affirmative to any screening questions, provider and staff care for patient using PUI precautions.
Surgery/MCVI/Hospital-based Endoscopy/OB	<ul style="list-style-type: none"> ▪ BHI screens international patients during intake process. <ul style="list-style-type: none"> ▪ BHI coordinator informs scheduler of patient's potential risk factors or required accommodations. ▪ Patients tested for COVID-19 in Pre-op Testing. ▪ Patients screened at Surgery Center or hospital entrances when they arrive for their procedures. ▪ If international patients answer in the affirmative to any screening questions, they are tested — as are all pre-procedural patients — with staff using appropriate PPE, based on testing results.