


<b>Policy:</b>	<b>COVID-19 Screening and Care Guideline</b>	
<b>History:</b>	Date of original: 05/2020	Date of revision: 1/2023, 7/2024
<b>Approval:</b>	Director, Medical Services Signature: 	

**PURPOSE:** To prevent the spread of COVID-19 infection within the SHCC

**SCREENING:** Students, faculty and staff experiencing symptoms should complete the [daily screening survey](#) on their mobile device or print the completed web-based form from home prior to coming to the University. The survey can be accessed in the [Mobile@FresnoState app here](mailto:Mobile@FresnoState) or accessed in the banner of the [Fresno State website](#).

If the screening is negative, the individual will be permitted to enter the SHCC with the mandatory requirement of wearing a facemask while in the SHCC. Ear loop facemasks will be provided to each person who does not have a mask.

- If screening is positive, the individual should not enter the building and phone the SHCC for further instructions. The appropriate provider will be informed and will call the student to provide appropriate recommendations.

**PATIENT CARE:** Most initial medical visits for students are scheduled as telehealth visits with an exception for those needing a physical exam to start their programs/internships as required by their departments. These students are required to call the SHCC to schedule an appointment. The front office staff who schedule the appointments will screen the students before given an appointment. If students have a negative daily screening survey they will be provided an appointment. Should they screen positive, the staff will notify the appropriate provider who will make a follow-up call to the student to provide medical guidance/advice.

During a telehealth visit if the provider determines the student needs a visit in person, the student will be offered an appointment.

Students who are scheduled to come to lab, immunization clinic, and/or X-Ray will be screened according to campus policy prior to entering the SHCC.

During circumstances when a student screened positive and has an urgent medical need, (laceration, eye irritation and redness, sprains/strains, fall/injury with joint pain, UTI, skin infection, nausea/vomiting) requiring a face to face visit, the student will be

asked to mask and will be accompanied to the designated “sick” area for medical care. Staff will don appropriate PPE for protection.

**REPORTING OF  
COVID-19 POSITIVE  
CASES:**

Students or staff who have been/are on campus who tested positive for COVID-19 will report test result to EH&S. The students will be provided with instruction for self-quarantine and/or isolation using the CDC/CA Dept of Public Health guidelines and recommendations. The staff will be asked to follow-up with their primary care physicians for care and guidance.

**CLINICAL  
OPERATIONS  
DURING COVID-19:**

Medical visits may start with a telehealth visit/evaluation depending on the reason for visit. If the telehealth provider determines that an in-person evaluation is needed, the student will be provided a visit appointment.

Those with potential COVID-19, diarrhea, nasal congestion/rhinorrhea, sore throat, chest discomfort, dyspnea, fever, muscle ache/pain who have been evaluated by telehealth and determined to need a face-to-face visit will be seen on site. Staff will don appropriate PPE, and route patient safely to exam room while minimizing contact.

Disinfection practices per the Infection Control policy will be utilized to ensure cleanliness and safety for students and staff.

## UCSF Health COVID-19 Ambulatory *Symptomatic Adult Remote Triage*

*UCSF Health V.20*

**Subject to modification - Refer to UCSF Infection Control Website for version updates Owners: Susan Smith, MD & Bryn Boslett, MD  
6.11.2020**

**Audience:** Adult Primary and Speciality Clinical Staff & Providers **Purpose:** Triage of Adult patients  
presenting by phone, MyChart or Telehealth visit  
with new symptoms concerning for COVID-19

Pt alerts clinic to possible COVID-19 symptoms via **KEY INFORMATION**

Telehealth visit, phone call,

COVID Hotline(415-514-7328)

or Mychart rmessage

Monday-Friday: 8am-5pm; Saturday-Sunday: 8-2pm

PACC Hours of Operation: Now consolidated into the RSCs. Monday-Sunday 8am-5pm

Provider Only Central Scheduling Line

1. Providers requesting RSC appts should use the smartphrase covidultremotetriage for their patients & must put in a referral in Apex ?Ambulatory Referral to COVID Testing Appointment or Respiratory Screening Clinic (UCSF ONLY)? Please note that if making a nurse-only visit, a triage order for COVID testing must also be placed.

Clinical Staff (RN, APP or MD) evaluating for COVID-19 will 2. For urgent RSC scheduling needs feel free to call

ask patient: 415-514-2850 scheduling questions (RSC appts still require a referral even when calling) Hours of operation: Monday-Friday 8am-5pm; Saturday-Sunday 8am-5pm

1. In the past 14 days, patient has any of the following new / acute symptoms: *Mobile Triage (Lower Heights) Monday-Sunday 9am-5pm*

-Fever (objective or subjective) or chills -Unexplained muscle aches *Adult Respiratory Screening Clinics (RSCs)*

-Respiratory symptoms (dyspnea or cough)

**\*\*Baseline Rx listed below are only for non-RSC clinics sending patients assessing positive for COVID symptoms directly to RSC for walk-in visit**

Clinic Provider available to perform additional NO triage and place orders? -URI symptoms (sinus congestion, rhinorrhea, sore throat) -GI symptoms (diarrhea, nausea, vomiting)

-ENT symptoms (loss of taste or smell) *to Clinic to RSC Passover?*

-Eye symptoms (conjunctivitis)

-Mount Zion RSC; Backline: 415-885-3549 Monday-Friday 8-12 & 12:30-5pm

**\*\*Older adults: altered mentation, weakness, dizziness, or falls may be the only signs of COVID-19 1600 Divisadero Ave, 2nd/Floor of the Cancer Center San Francisco, CA 94115**

-Parnassus RSC; Backline: 415-353-2148 Monday-Sunday 8-12 & 12:30-5pm **\*\*NOTE NEW LOCATION\*\* 400 Parnassus 1st Floor San Francisco, CA 94143**

-Mission Bay RSC; Backline: 415-514-4083 Monday-Friday 8-12:30 & 1-5pm; closed at lunch 1825 4th street, 4th floor, Gateway Medical Building San Francisco, CA 94158 **Is this a life-threatening emergency? (cannot breathe, chest pain, dizzy, confused)**

YES

911 for EMS Instruct patient to wear mask after EMS arrives

**\*\*For patients that live far away from UCSF Health locations, advise them to NO**

*get evaluation & care locally*

YES

YES

**COVID evaluation, low acuity:** 1. Order COVID RNA, select "Symptomatic" & relevant indication. Can also order other testing (CXR, labs) if desired.

2. Place referral order "Ambulatory Referral to Respiratory Screening Clinic or Testing Only Appointment (UCSF ONLY)". Select "Other COVID Testing only appointment", and indicate tests that have been ordered.

3. Ask patient to mask if able. D/c instruction via smartphrase covididischargedult or advise pt to go to local testing facility

1. Clinic staff sends patient to the COVID Hotline for triage - 415-514-7328 This includes triage to Video ACC, ACU/ED (Pam, MZ, or MB) or RSC as needed 2. When COVID

Hotline/RSCs are not open, for concerning symptoms(shortness of breath, wheezing, getting worse over time) send pt to the ED 3. Provide COVID-19 instructions via Smartphrase covididischargedult

NO

Standard triage evaluation Provider to triage via COVID Smartphrase covidultremotetriage to aid with next steps and disposition. Triage via Video visit is preferred when possible.  
*evaluation, moderate*

**acuity:** Place referral for "In-person Provider Appointment" to send a patient to the RSC; ask patient to mask, D/c instruction via smartphrase covididischargedult or advise pt to contact their local physician

**High acuity /Life threatening:** Send to ACU/ED (Pam, MZ, MB) or local ED

**Guidelines cannot replace personalized evaluation and management decisions based on individual patient factors**