

MARCH 2020

From the Desk of the Chief Nursing and Quality Officer
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COVID19 Community Screening/Testing Program Summary

Screening/Triage Process

Screening Summary

- The purpose of screening is to allow early diagnosis and treatment of high-risk populations
- Currently, CCHS is performing COVID19 testing, Monday – Friday from 3pm-4pm at the Centralized Testing Site on the Third Street Health Center Campus (3360 S. Third, Memphis, TN 38109)
- Beginning Monday, April 6, 2020, CCHS plans to expand COVID19 testing to 4 hours per day (12pm-4pm), Monday-Saturday (8:30am – 12:30pm).
- High-risk patients will be prioritized – i.e.: pregnant patients, patients over 60, patients that are immunosuppressed, and patients with multiple comorbidities

Methods of Contact with CCHS

- Texts to 91999 - (“test2020”)
- Calling the Call Center (842-3160) or Health Centers directly

Triage Process

- Clinical Staff uses screening protocol to screen patients
- Initial outreach from texts primarily screened by non-clinical staff and escalated to RN if triaging is needed
- **Screening Staff** – Non-clinical staff
- **Triage Staff** – Clinical staff required (ie: RN, 3rd/4th year medical students, DNP students, medical providers)

Centralized Drive-Thru Testing Process

- Patients must come at the time of their scheduled appointment
- Walk-in screenings will NOT occur
- Any patient that is NOT screened prior to the Screening event will not be tested
- Roles at the Centralized Testing Site:
 - Leader** – Assigned source of truth and answers all questions from team members (Clinical – Preferably RN, Medical Provider, etc.)
 - Collector** – Must be trained clinical staff (ie: CMA, LPN, RN, Dentists, NP, Physician)
 - Specimen receiver** - Must be trained clinical staff (ie: CMA, LPN, RN, Dentists, NP, Physician)
 - Runner** – Must be trained in specimen handling
 - Back-up** – Must be able to fill any of the roles listed
 - Greeter(s)** at Checkpoints – Can be non-clinical staff

Surveillance Plan

Surveillance has been centralized to 1 team member at CCHS Administration. This team member will do the following:

- Track all patients that have been tested for COVID19 via registry report
- **Call each patient daily to ensure patient is remaining quarantined and check for any needs**
- Ensure all Providers are informed when test results return
- The Surveillance team is led by RN – need multiple non-clinical staff to assist with daily surveillance as daily testing continues.

Providing high quality healthcare to the underserved in the context of distinctively Christian service. We recognize that Jesus Christ is the true healer of individuals and their communities and the source of our ability to serve.