**Patient & Visitor Screening Questions**

**1**.“**Are you a patient or visitor?”**

**Patient**-Go to question **A**

**Visitor**-Go to question **C**

**A**.“**Where are your going today?”**

**Appointment**-Go to question **B**

**B**.“**Have you had a fever, or new cough, or new shortness of breath within the last 24 hours?”**

**Yes-**“Please put on a mask.” Direct patient to the appointment.

**No**-Have patient proceed to patient area

**C.If visitor appears to be under the age of 12 -“We are unable to let anyone underthe age of 12 into the facility at this time.”**

“Have you had a cough or fever within the last 24 hours?”

**Yes**-“We are unable to allow you into the facility at this time. Please return afteryou have been fever and cough free for 24 hours without medications to reduce your fever or cough.”

Minors accompanied by symptomatic visitors will not be allowed in. “Please make other arrangements for somebody to accompany the minor or reschedule the appointment.”

**No**-Look at approved visitor list

**Visitor on the list** -Fill out the tracker and place badge on visitor

**Visitor NOT on list or Patient not on exception list**-“I’m sorry, in accordance with state and federal recommendations, we are not allowing visitors at this time in order to keep our patients and team members safe during this time. We encourage you to contact your loved one via telephone and provide support through other means.”

**Visitor unhappy and wants to escalate** -Contact Bernadette Cale for guidance.

 ***Scripting Scenarios***

1. **Patient already has a visitor**-“That patient already has a visitor. Please contact the patient to determine which visitor should be admitted.”