

**An Important Announcement on COVID-19**  
**Protecting Our Patients & Staff – Emergency Department**

*March 19, 2020*

In order to protect the health of our patients, visitors and staff during the outbreak of COVID-19 disease in the regions we serve, the Emergency Department at Lancaster General Hospital will implement the following:

**Walk-In Patient Arrivals – Location Vestibule:**

- All patients and companions will be asked the following Travel History Questions (THQ's) in the vestibule between the sliding glass doors:
  - Presence of Respiratory/Fever symptoms
  - Known contact with COVID-19
  - High Risk Areas
  - **Patients:**
    - Screening positive for any of the questions above will be asked to put on a mask and proceed to the Registration Desk
    - Screening negative can proceed to the Registration Desk without a mask
  - **Companions:**
    - All patients will be alerted of the one-companion/patient policy that has been enacted
      - Patient/companions agree and identify which companion will proceed with them. Other companions leave.
    - Companion screening positive for any of the questions above or accompanying a patient who screened positive will be asked to wait in their car unless there are extenuating circumstances
      - Screener will provide companion with a card with the ED Front Desk Registration phone number on it (717-544-7059) that they may call for updates
      - ED registration staff will forward all requests for patient updates to the RN that is caring for the patient
    - Screening negative can proceed to the Registration Desk without a mask
  - Determination of extenuating circumstance that would permit more than one companion is made by the clinical team.
    - Examples including but not limited to and per medical provider discretion:
      - End of Life situation
      - Code T
      - Parents arriving with multiple children
    - If an at-risk companion must accompany the patient due to an extenuating circumstance, the companion must wear a mask

**Walk-In Patient Arrivals – Quick Registration:**

- The full THQ will be asked of the patient and companion, if present at this time and documented in epic
- If a companion comes after the patient arrives, the registration staff will access patient's chart and review for BPA from the THQ

- If the patient has a THQ BPA **OR** if the companion answers yes to any of the THQ questions, the registrar will inform the companion that the patient is under isolation precautions and therefore will ask the companion to leave the Emergency Department to comply with the visitor policy.
  - Registrar will provide companion with a card with the ED Front Desk Registration phone number on it (717-544-7059) that they may call for updates
  - ED registration staff will forward all requests for patient updates to the RN that is caring for the patient
- If the companion is cleared, the registrar will call back to the nurse to see if the companion can go back.

**EMS Patient Arrivals:**

- ED Nursing Staff will ask both patient and companions arriving through EMS the THQ and alert of the one-companion/patient policy as of 3/18/20.

**\*\*Note:** For patients being placed into either an inpatient or observation status, ED staff will notify designated ED patient companion that they may accompany the patient up to the floor for the purpose of facilitating communication and care coordination. After these objectives are met, the companion will be asked to leave in order to comply with the established inpatient companion standards.