

Pathways Protocol for Face to Face Appointments During the COVID-19 Crisis

Effective 8/21/20

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1. Prior to every Face to Face appointment:
 - a. On the day of the appointment, staff will call the person being served to complete the COVID-19 Questionnaire.
 - i. If they are not willing to complete the Questionnaire, contact supervisor as soon as possible for further direction.
 - b. Complete the COVID-19 Questionnaire in ELMER while on the phone with the person being served.
 - i. Should the person being served answer 'Yes' to any question, staff will contact the Office Nurse immediately to review the Questionnaire.
 - ii. Face to Face contact cannot be made unless this Questionnaire is completed.
 - c. There may be times that staff are not able to connect with the person being served on the phone to complete the COVID-19 Questionnaire and it is determined that the face to face still needs to occur.
 - i. Once staff is able to locate the person being served, staff will follow the proper Personal Protection Equipment Protocol And staff will then ask the person being served the COVID-19 Questionnaire before the face to face appointment can continue.