

**CO**RONA**VI**RUS **D**ISEASE 2019   
(COVID-19)

Outdoor ED – Non-Severe Cases (Mount Carmel Structure)

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| **Audience:** Patient Access and Revenue Integrity Teams |
| **Revision Date:** 4/6/2020 |
| **Version:** Version #1 |
| **COVID-19 Response Team Owner:** David Bittner, Finance |
| **Date of Last Review:** 09/03/20 |

We appreciate your support as we work together to ensure the safety of our patients, and community at large. As such, we wanted to share the below guidance for registration and charging protocols approved for the structure currently in place at Mount Carmel for their Outdoor Emergency Department. The goal of these departments is to separate the COVID-19 patient population from the general ED population. Please find below a high-level workflow prepared by Mount Carmel:

1. Patient drives up to Outdoor Emergency Department entrance and stays in car. Patient is then greeted by EMS colleague who assess patient with a COVID screening by asking the following questions:
   1. Have you been in contact with someone diagnosed with COVID-19 either while that person was sick or within a week of their symptoms?
   2. Do you currently have a cough, difficulty breathing, or are you feeling feverish?
   3. Are you having chest pain, stroke symptoms?
   4. Do you have any existing medical problems?
   5. How old are you?
   6. Have traveled recently, either domestic or abroad?
2. Based off responses to above questions, EMS colleague will triage appropriately:
   1. If patient is suspected of having COVID-19, patient will drive to treatment area and remain in car until a clinician arrives.
      1. **\*Exception\*** - If patient is suspected of having COVID-19 but symptoms are assessed as severe by the EMS colleague, patient will be sent to Hospital Emergency Department where staff will follow normal ED registration and clinical protocols.
   2. If patient isn't suspected of having COVID-19 and needs to be seen, patient will be referred to Hospital Emergency Department where staff will follow normal ED registration and clinical protocols.
3. For suspected COVID-19 patients whose symptoms aren't severe, clinician will see the patient and administer vitals (HR, O2, temperature, etc.).
4. Once vitals are administered, Patient Access colleagues will perform a full registration. It is advised that colleagues remain six feet from the car.
   1. As the patient has now had two screenings (initial COVID screening and clinicians administering vitals) colleagues are expected to register these patients as EM patient type**.** Colleagues are advised to follow EMTALA guidelines and collect verbal consent when needed. SO guidance can be found [here](http://www.trinity-health.org/workfiles/covid-19/covid-19-patient-verbal-consent.pdf).
   2. Please reference the attached 'Outdoor ED Registration' workflow which Mount Carmel is currently following.\*



1. Physician will then triage patient and administer COVID-19 test as needed. Appropriate clinical care will be delivered, and patient will be discharged as needed.

\**Currently, the team is using the ED tracking board (FirstNet) to monitor these patients. In addition, the team is charging an ED level 1 charge for patient visits in the Outdoor ED. Please see the attached job aid for how Mount Carmel will track these patients in FirstNet.*

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Please consult Revenue Excellence leadership as needed. As RHMs continue to roll out Outdoor Emergency Departments, additional guidance will be provided based on the structure created at each RHM.