

COVID-19 (Coronavirus) Outbreak: Recommended Best Practices

Dear Colleagues:

In order to provide updates on the evolving response and best practices in regards to the COVID-19 pandemic, AHP will be delivering brief, critical updates on an ongoing basis addressing important highlights and frequently asked questions.

Today's update is in response to the numerous, appropriate questions we've received concerning access to testing and how to effectively triage patients. Here are our recommendations for the most common scenarios:

1) A patient calls the office with fever and/or viral respiratory symptoms

At this time it is best to have that patient stay home and quarantine in place so long as he is not acutely ill. If the patient has high risk travel history or exposure, contact the Health Department to inquire if the patient can be screened at home. For practices that would like to screen these patients remotely, AHP is developing a plan to procure access to telemedicine functionality.

As always, if the patient is acutely ill (labored breathing, hypoxic, etc), he/she should be sent to the ED, but be sure to notify the ED first that a symptomatic patient is coming.

2) A patient arrives at the office with fever and/or viral symptoms

Consider stopping the patient before entering the office and have her return home or to the car. If she is already inside the office, room the patient (preferably with the door closed) and request that she wear a mask. Any staff interacting with these patients should wear personal protective equipment as well. If after evaluation you determine that COVID testing is warranted, you may obtain a viral swab and send to the UR Lab for processing. Currently, UR Lab has send out COVID screening tests available, but on-site testing is anticipated for early next week. Please note: if you suspect coronavirus and swab the patient, you must notify your local health department so they can invoke involuntary quarantine precautions, i.e., monitored, home-based quarantine.

DO NOT send the patient to a community lab for swabbing. DO NOT send patients to the ED for testing unless they are acutely ill and warrant the ED level of care.

We continue to partner with Dr. Mendoza and County Health Department officials on preparedness and response protocols and will convey information as it becomes available.

Thank you for your continued collaboration in this important public health endeavor. All the best,

J. Chad Teeters, MD



Resource Links

Monroe County Health Department

<https://www2.monroecounty.gov/health-coronavirus>

CDC Coronavirus Site

<https://www.cdc.gov/coronavirus/2019-nCoV/index.html>

New York Department of Health Coronavirus site:

<https://www.health.ny.gov/diseases/communicable/coronavirus/>

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