

## Appendix 1

### COVID-19 Recovery: Public Health and Infection Control Key Principles Screening Scripts for Ambulatory Settings

Updated: June 7, 2020

#### FOR APPOINTMENT PATIENT PHONE CALLS/EMAILS

Hello, my name is (your name), at Infinity Medical. I am calling to confirm your appointment with (Dr/Clinician's name) on (date and time of appointment). As part of our preliminary screening for COVID-19, we have a few questions we will need you to answer:

<b>In the last 14 days, have you:</b>	<b>Do you have new onset of any of the following symptoms:</b>
Returned from travel outside of Canada?	Fever
Been in close contact with anyone diagnosed with lab confirmed COVID-19?	Cough: new or worse than usual
Lived or worked in a setting that is part of a COVID-19 outbreak?	Shortness of breath
Been advised to self-isolate or quarantine at home by public health?	Diarrhea
	Nausea and/or vomiting
	Headache
	Runny nose/nasal congestion
	Sore throat or painful swallowing
	Loss of sense of smell
	Loss of appetite
	Chills
	Muscle aches
	Fatigue

IF NO to ALL of the above questions:

Please note the new policies with regards to your clinic visit:

1. Thank you for the answers. Please note that we will be asking you the same screening questions when you present to the clinic.
2. Please wear a mask to the clinic. This is mandatory.
3. You will be asked to perform hand hygiene as you enter our building, before entering our clinic and upon exiting the clinic.
4. Please come to the appointment by yourself. If you need assistance, please restrict it to one person and ask him/her to wear a mask.
5. The same screening questions will be asked again on day of visit. If you answer YES to any of the questions, your appointment might be delayed and rescheduled.
6. We will be taking your temperature on day of visit. If your temperature is greater than 37.6C, you will not be allowed to enter. Your appointment will be scheduled.
7. We can send a copy of this instruction to you via email. Would you like to receive one?
8. If there are any changes to your health prior to coming into the clinic, please notify us at 778-379-4672

IF YES to ANY of the questions:

1. Based on your answers, I will need to speak with your physician and check if your doctor would like you to come in person on another day. I will phone you back shortly.
2. Confer with the physician and ask if the patient should come in person. If the physician suggests a virtual health/telephone visit, call the patient to arrange an appointment.
3. If the physician indicates an in person appointment is required, call the patient and schedule the appointment in 14+ days or earlier if physician dictates.