



2019 Press Ganey Guardian of Excellence Award Winner

Patient Pre-Appointment Screening Questionnaire

Front office staff should call patient **the business day before** their appointment and walk through these questions.

In the last 48 hours:

- Have you had a new fever of 100.4 or higher?
Yes/No
- Have you had a new cough you cannot attribute to another health condition?
Yes/No
- Do you have new shortness of breath or difficulty breathing?
Yes/No
- Do you have a new sore throat?
Yes/No
- Have you had new onset diarrhea within the last 48 hours?
Yes/No
- Have you lost your sense of smell or taste in the last few days?
Yes/No
- Have you had a recent combination of body aches, fatigue and headaches in the last 48 hours?
Yes/No
- Have you been diagnosed with Coronavirus within the last 14 days?
Yes/No
- Have you been in personal contact with a person infected with Coronavirus?
If Yes- When was the person tested positive and when was the patient's last contact with the positive individual?_____

If NO to all the above questions, please pass thru for scheduled clinic/surgery appointment.

You should advise the patient of our current waiting room procedures and the need to enter the facility wearing a mask as well as in-person temperature screening with these questions again when they arrive for their appointment. For example, if the patient should call when they arrive, give them the phone number to do so. Email patient the Safety Information Handout if possible.

Please be familiar with and explain visitation policy to patients before their visit so patients can plan accordingly. No visitors except:

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Mammoth Hospital

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METICULOUS CARE * MEMORABLE PEOPLE * MAJESTIC LOCATION

- Children under 18 – one visitor allowed
- Elder care – one visitor allowed
- Adults who require assistance – one visitor allowed

If YES to any question, information should be immediately taken to provider to decide to either continue to see the patient in the clinic as scheduled or to make immediate referral to COVID Family Practice Sick Car Clinic for potential testing and treatment.*

*Provider may call the car clinic (760.934.2551) to confirm it is open (typically M-F in the afternoon). If unavailable, refer patient to call the Emergency department triage line (760.924.4137) for consultation or send patient there for testing and potential treatment.

IF patient is referred to the car clinic and is tested for COVID due to failing the screening questionnaire, patient should call the clinic for results of the COVID test. Clinic can confirm in Cerner of patient test results. If patient is positive, he/she must quarantine for 14 days and be symptom free for 72 hours before being seen for an in-person clinic appointment. Provider may choose to see the patient via tele-med before the end of the 14 day quarantine period. If the patient is negative for COVID, the patient may reschedule the appointment.