
 PHILIPPINE HEART CENTER INCIDENT COMMAND POST	Document Type GUIDELINES	Document Code: GL-ICP-015
	Document Title INTERIM GUIDELINES FOR OPD PATIENTS WITH RESPIRATORY SYMPTOMS AND FROM HIGH RISK AREAS	Effective Date: MAY 2020
		Revision Number: 0
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REVISION HISTORY			
Rev No.	Review Date	Description of Change	Date of Next Review
			May 2022

Reviewed by:	GERARDO S. MANZO, MD Incident Commander	Approved by:	JOEL M. ABANILLA, MD Executive Director
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I. POLICY STATEMENT

1. This interim guidance is based on what is currently known about the corona virus disease 2019 (COVID-19). COVID-19 is a respiratory illness that can easily spread from person to person and continues to spread locally.
2. Whereas' before the outbreak of COVID-19, the Outpatient Division (OPD) attended to an average of 367 patients per day. The central waiting area can seat a total of 240 patients and is intended to accommodate patients for OPD consultation, outpatients going to the Pharmacy, and clients of Social Service Division (SSD).

II. PURPOSE

1. Measures will be undertaken to help prevent exposure to COVID-19 among patients and healthcare workers during the entire consultation process:
 - 1.1. Social distancing will be strictly implemented.
 - 1.2. Minimizing stay of patients in the OPD by shortening their consultation turnaround and waiting time.
 - 1.3. Requiring all patients and companions to wear face masks at all times.
 - 1.4. Proper PPE to be worn by all Healthcare Workers (HCW).
2. Adult Cardiology, Pediatric Cardiology, and Adult Pulmonology Fellows will be assigned to do online and telephone patient care. TeleHealth will be done by Doctors and OPD Staff for the following purpose:
 - 2.1. Perform consultation especially to patients from distant areas and who cannot readily come to the PHC for their check-up.
 - 2.2. Follow-up on patients especially to those with non-urgent cases, and patients waiting for their surgical procedures.
 - 2.3. Attend to patients who need to relay their Protime and INR results and need adjustment of their Warfarin dose.
 - 2.4. Issue e-prescription to patients with consumed # of medicines in their prescriptions.
 - 2.5. Re-schedule the consultation of patients who were not able to have their consultation, or will not be able to come to the Hospital for their next consultation.

The utmost goal is to decrease by about 50% the number of patients coming to the OPD for their consultation.

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GUIDELINES

I. Schedule of Doctors

- Fellows will attend to patients from 8:00 AM – 12:00 NN, & 1:00 – 5:00 PM, Monday to Friday
 - Each Fellow will attend to 4 patients per hour
1. Adult Cardiology Fellows
 - 1.1 Screening Section – 2 Doctors
 - 1.2 General & Specialty Cardiology – 7 Doctors
 - 1.3 Adult Cardiology TeleHealth – 3 Doctors
 2. Pediatric Cardiology Fellows
 - 2.1 General/Specialty/Screening Clinic – 3 Doctors
 - 2.2 TeleHealth – ? Doctors
 3. Adult Pulmonology Fellows
 - 3.1 Scheduled consultations, every Monday at 1:00 – 5:00 PM
 - 3.2 Additional Fellow will be assigned at the ER2 to evaluate symptomatic, and asymptomatic high risk patients
 4. Pediatric Pulmonology Fellows
 - 4.1 Scheduled consultations, every Wednesday at 1:00 to 5:00 PM
 5. TCVS Fellows
 - 5.1 Scheduled consultations, every Tuesday and Thursday at 1:00 to 5:00 PM

II. Waiting Areas

1. Central Waiting Area (CWA)
 - Seats will be reduced to 3 columns and 8 rows of gang chairs
 - The 2 center seats of each gang chair will be blocked off, to provide 2 peripheral seats available per gang chair
 - 48 patients can be accommodated in the CWA
2. OPD Lobby
 - 20 patients can be accommodated (4 columns and 5 rows of single chairs)
3. Tent holding area (3 tents)
 - Each tent may accommodate 15 patients (3 columns and 5 rows of single chairs)
 - Total of 45 patients can be accommodated
4. Breezeway Bazaar

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III. Consultation Time

1. Patients will be accommodated in the OPD in 2-hour batches
 - 8:00 – 10:00 AM
 - 10:00 AM – 12:00 NN
 - 1:00 – 3:00 PM
 - 3:00 – 5:00 PM


2. Patients to be examined by Doctors will be limited
 - 2.1 Adult Cardiology
 - 2.1.1 56 Patients will be accommodated for follow-up consultation (224/day)
 - 7 Doctors X 4 patients per hour X 2 hours
 - 2.1.2 16 Patients will be accommodated for new cases (Screening) (64/day)
 - 2 Doctors X 4 patients per hour X 2 hours
 - 2.2 Pediatric Cardiology
 - 2.2.1 24 Patients will be accommodated for follow-up, for presentation and new cases (Screening) (96/day)
 - 3 Doctors X 4 patients per hour X 2 hours
 - 2.3 Vascular Medicine
 - 2.3.1 Patients for consultation will be limited to 5 cases/day and scheduled at 1 case per hour
 - 2.3.2 Diagnostic procedures for inpatients and outpatients will be strictly scheduled

IV. Consultation Process

1. Pre-Scheduled patients
 - 1.1 Security Guard
 - 1.1.1 Thermal scan on all patients, writes Temperature on the OPD Covid Screening Form
 - 1.1.2 Issues Covid form to patient
 - 1.1.3 Patient fills-out Covid form and gives to Triage Nurse
 - 1.2 Triage Nurse
 - 1.2.1 Reviews Covid Form and evaluates patients
 - 1.2.2 Tags patients with color coded stickers
 - GREEN –
 - Asymptomatic regular OPD patients with transaction in the OPD, Pharmacy or SSD
 - YELLOW –
 - OPD patients with symptoms of Acute Respiratory Infection (ARI), or patients coming from high risk areas
 - Will be referred to ER2 for further evaluation and disposition
 - WHITE – Patients with transaction at the OPD Pharmacy
 - Private and paying patients will be referred to 4th floor Pharmacy
 - Service patients and patients with GL will be accommodated in the OPD Pharmacy
 - BLUE – Patients with diagnostic procedures & SSD

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- 1.3 Queuing Counter
 - 1.3.1 OPD Clerk issues queuing tickets to patients once seats in the OPD lobby are available
 - 1.3.2 Patients will stay in the OPD lobby while awaiting queue for registration
 - 1.4 Registration Desks
 - 1.4.1 OPD Clerk queues patients for registration once seats in the Central Waiting Area (CWA) area available
 - 1.4.2 Clerk registers patient and issues charge slip
 - 1.4.3 Nursing aide takes vital signs of adult patients
 - 1.4.4 Nurse takes vital signs of pediatric patients
 - 1.5 Cashier
 - 1.5.1 Patients pay corresponding fee at the cashier
 - 1.5.2 Patients wait for consultation call at the CWA
 - 1.6 Consultation Rooms
 - 1.6.1 Doctors interview and examine patients, make appropriate diagnosis/es
 - 1.6.2 Issue prescription and diagnostic request form, as needed
 - 1.7 Nurse Desks
 - 1.7.1 Carry out Doctors' orders
 - 1.7.2 Schedule patient for their next consultation
 - 1.7.3 Discharge instructions and additional reminders to patients
 - 1.8 OPD Pharmacy – patients buy medicines at the Pharmacy, as needed.
2. Charity Patients without Schedule
- 2.4 Pre-screened by Security Guard
 - 2.5 Evaluated by Triage Nurse
 - 2.5.1 Old charity patients for re-scheduling
 - 2.5.1.1 Re-scheduling Desk
 - 2.5.1.1.1 Re-schedule consultation of patient and encode thru MedTrak or Excel Spreadsheet
 - 2.5.1.1.2 Write on the patients' OPD card the new date and time of consultation
 - 2.5.1.2 TeleHealth
 - 2.5.1.2.1 Secure from SSD the list of new patients admitted into the OPD
 - 2.5.1.2.2 Schedule consultation of patients thru MedTrak or Shared Excel Spreadsheet
 - 2.5.1.2.3 Return list to SSD to inform patient of his/her consultation date and time and give instruction to secure OPD card at the screening room before consultation
 - 2.5.2 Patients who cannot be re-scheduled
 - 2.5.2.1 Old Charity patients:
 - 2.5.2.1.1 With symptoms of cardiovascular disease

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- 2.5.2.1.2 With other conditions and symptoms (other than ARI) securing clearance for other non-cardiovascular procedure
- 2.5.2.1.3 Who come from provincial areas (outside Metro Manila)

2.5.2.2 Batch schedule patients for consultation

- 2.5.2.2.1 On schedule – proceed to queuing station
- 2.5.2.2.2 Next schedule – wait at the Tent holding area
- 2.5.2.2.3 Later schedule – TCB for their schedule of consultation

2.5.2.3 Secure number at Queue Station

- 2.5.2.4 Registration Desks
- 2.5.2.5 Cashier
- 2.5.2.6 Consultation Rooms
- 2.5.2.7 Carry out Doctors' orders
- 2.5.2.8 Pharmacy

2.5.3 New patients

2.5.3.1 Batch schedule at 16 patients every 2 hours

- 2.5.3.1.1 First 16 patients – proceed to queuing station
- 2.5.3.1.2 Next 16 patients – wait at the tent holding area
- 2.5.3.1.3 Later 16 patients – TCB for their schedule of consultation

2.5.3.2 Secure number at Queue Station

- 2.5.3.3 Registration Desks
- 2.5.3.4 Cashier
- 2.5.3.5 Screening Room
- 2.5.3.6 Carry out Doctors' orders
- 2.5.3.7 SSD
- 2.5.3.8 Pharmacy

V. Safety Precautions

1. Reduce transmission among healthcare workers and patients


1.1 Proper personal protective equipment (PPE)

1.1.1 Healthcare workers

- Screening Guard – Face mask, face shield
- Triage Nurse – Full PPE
- Queuing Station and Registration Clerk – Face mask, face shield
- Cashier – Face mask, face shield
- Nurse and Nursing Aide taking VS – Full PPE
- Doctors in Consultation Rooms – Full PPE
- Nurse carrying out Doctors' orders – Face mask, goggles or face shield

1.1.2 OPD patients and companions

- 1.1.2.1 'NO Face Mask, NO Entry' policy will be strictly implemented
- 1.1.2.2 Patients 2 years or young are not recommended to wear face masks but parents and/or companions are required to bring disposable tissue

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paper for covering the patients' mouth and nose in case of coughing or sneezing. Reusable/washable handkerchief is not recommended.

- Full PPE – Face mask (ideally 3-ply), isolation gown, gloves, face shield or goggles

1.2 Upon entry and exit of patients and companions

- 1.2.1 Signage will be posted to guide patients and companions into the clinics and exit from the OPD.
- 1.2.2 A map will be printed at the back of OPD COVID screening form to guide patients who will be referred to COVID ER. Signage will be printed along the path where patients and companions will pass.
- 1.2.3 The Matalino entrance door of MAB Annex will be used only as 'ENTRANCE'.
- 1.2.4 Only patients undergoing Hemodialysis, and their companions will be allowed 'EXIT' at the Matalino entrance door.
- 1.2.5 The Breezeway Bazaar will serve as 'EXIT' for patients and companions.

1.3 At the reception and waiting areas

- 1.3.1 Areas where patients will queue will be marked with lines at least 1 meter apart.
- 1.3.2 Seats will be arranged so that patients and companions will be at least 1 meter apart from one another.

1.4 For patients who need to be accompanied and assisted, only one (1) companion is allowed inside the OPD.

2. Maintain healthy work environment

2.1 Barriers are provided between HCWs and patients/companions at the queuing, registration, examination, and carrying out of orders.


- 2.1.1 Acrylic or plastic barriers are constructed at the tables and counters separating the patient/companion from the HCW.
- 2.1.2 Varifold partitions or plastic curtains are used for easier sanitation and disinfection.
- 2.1.3 Examination beds and pillows will be overlaid with plastic upholstery for easier sanitation and disinfection.

2.2 Improve the ventilation system of the OPD waiting areas and clinic rooms.


- 2.2.1 Provide exhaust system to increase ventilation rates, OR
- 2.2.2 Provide additional portable A/C equipped with HEPA filter, OR
- 2.2.3 Use air purifiers equipped with HEPA filter.

2.3 Support respiratory etiquette and hand hygiene to HCWs, patients/companions and OPD clinic visitors

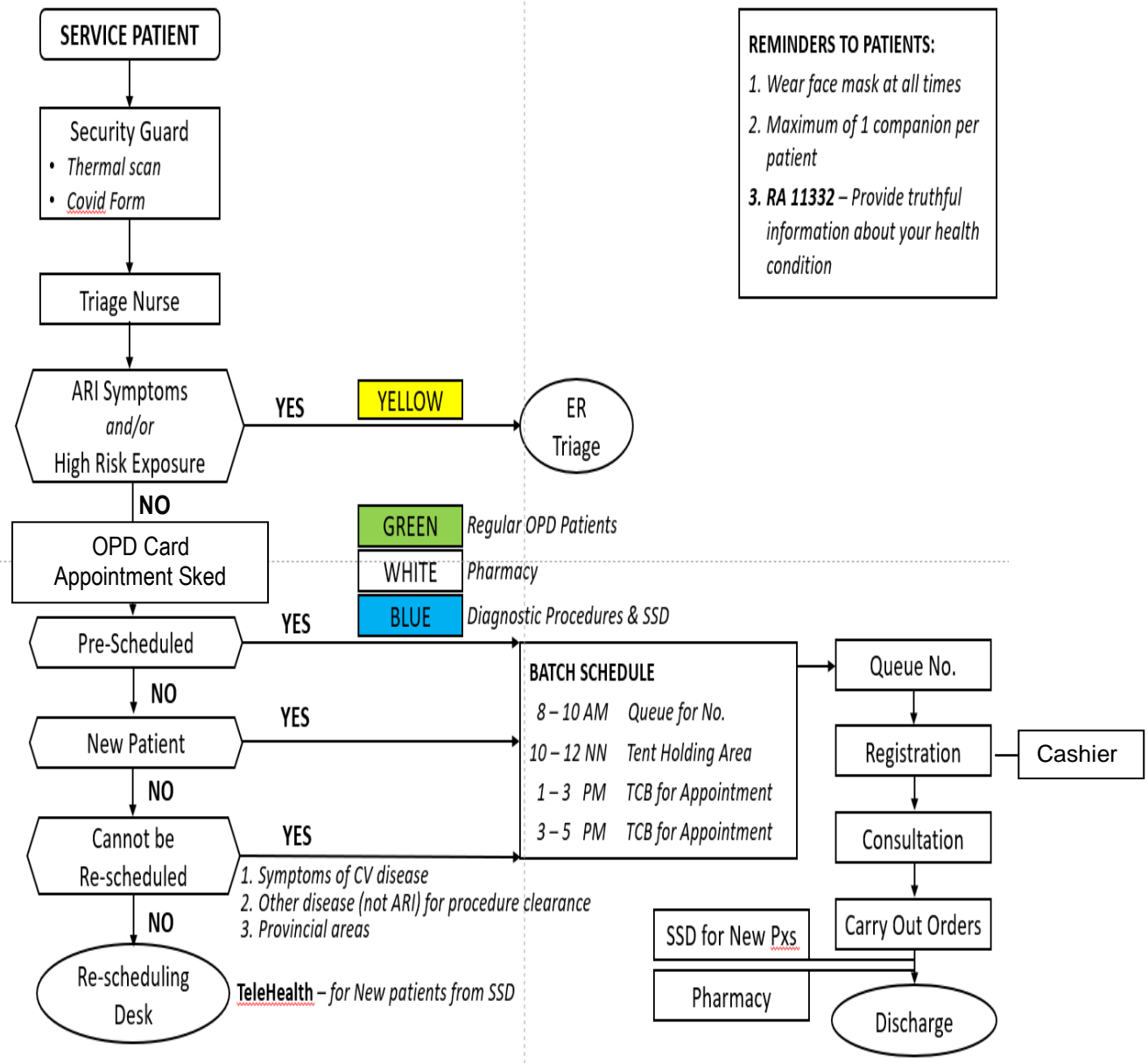
- 2.3.1 Provide tissues and no-touch receptacles.
- 2.3.2 Provide soap and water in the lavatories. In areas where soap and water are not available, use alcohol-based hand sanitizer that is at least 70% alcohol.
- 2.3.3 Place hand sanitizers in multiple locations to encourage hand hygiene.


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- 2.3.4 Place posters that encourage hand hygiene to help stop the spread, at the entrance and in other areas where they are likely to be seen.
- 2.4 Perform routine environmental cleaning and disinfection.
 - 2.4.1 Routinely clean and disinfect frequently touched surfaces in the center, such as workstations, keyboards, telephones, handrails, and doorknobs.
 - 2.4.2 Clean and disinfect equipment after every patient used in ECG, vital signs determination and other procedures that require patient contact.
 - 2.4.3 Discourage HCWs from using other HCWs' phones, desks, offices, or other work tools or equipment, when possible. If necessary, clean and disinfect them before and after each use.
 - 2.4.4 Provide disposable wipes so that the commonly used surfaces (e.g., doorknobs, keyboards, remote controls, disks, and other work tools and equipment) can be wiped down by employees before each use.
- 2.5 Perform enhanced cleaning and disinfection after persons with suspected/probable/confirmed COVID-19 infection have been in the OPD.

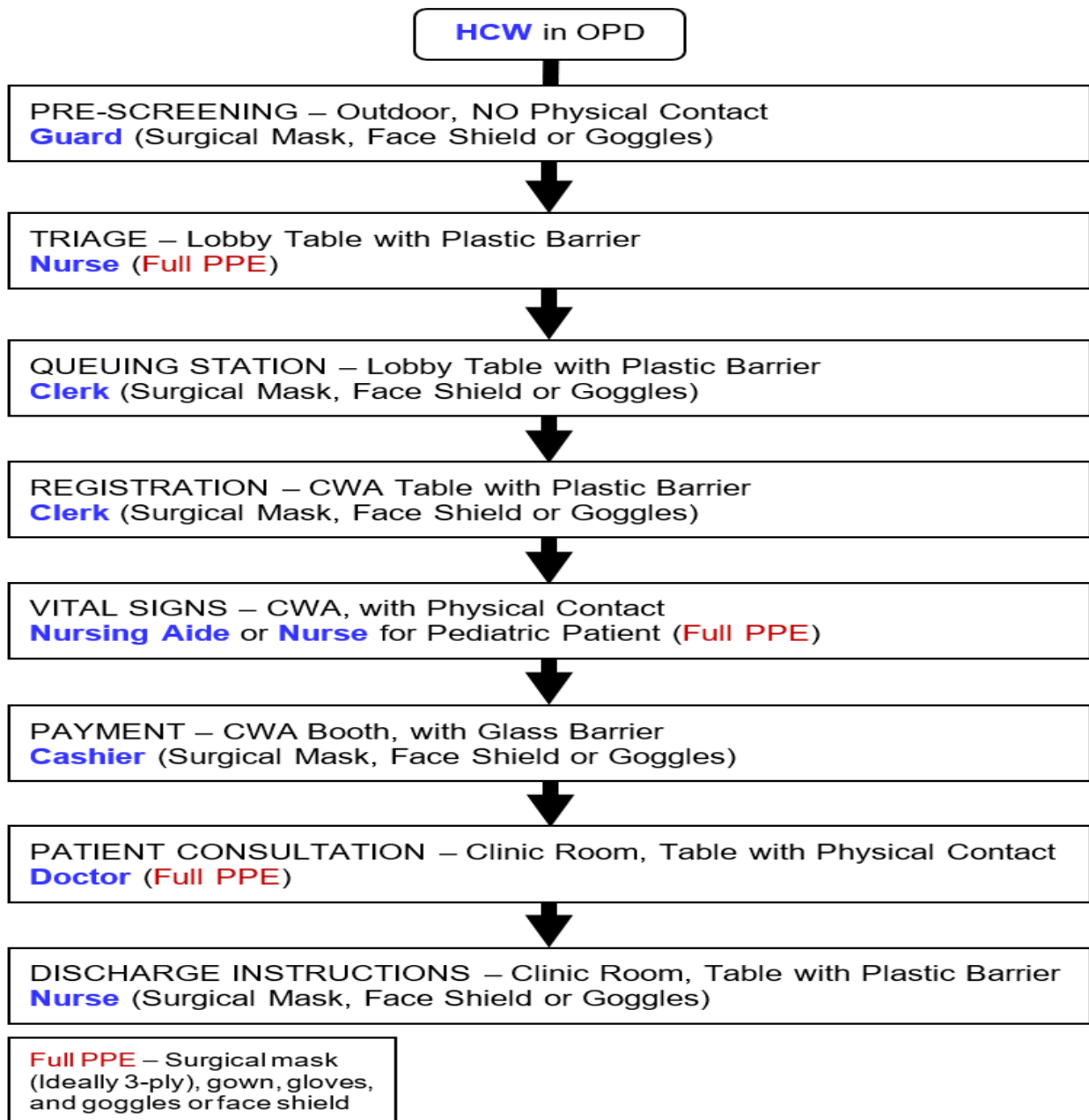
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OPD CONSULTATION ALGORITHM




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RECOMMENDED PPE FOR HEALTHCARE WORKERS IN THE OPD



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OPD COVID SCREENING FORM


PHILIPPINE HEART CENTER
 East Avenue, Quezon City
OUTPATIENT DIVISION SCREENING FORM
*Version 4, Adapted from DOH-PSMID COVID-19 Task Force:
 Algorithm for Triage of Patients with Possible COVID-19 Infection. March 9, 2020*

Name _____ Hospital No. _____
 Age _____ Sex _____ Occupation _____
 Address _____ Phone No. _____
 Category New Patient Temperature _____
 Old Patient Clinic Room _____

CRITERIA	PATIENT		COMPANION	
	YES	NO	YES	NO
1. Place in the Philippines stayed for the past 14 days: <i>Lugar sa Pilipinas kung saan naglagi sa nakaraang 14 araw:</i>				
• _____	YES	NO	YES	NO
2. Exposure to a suspected or confirmed COVID-19 patient? <i>Nakahalubilo na suspected/confirmed COVID-19 na pasyente?</i>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
3. Test for COVID-19	(+)	(-)	(+)	(-)
<input type="checkbox"/> PCR Swab Test When / Kailan? _____	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
<input type="checkbox"/> Serologic Antibody Test When / Kailan? _____	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
CLINICAL AREA	YES	NO	YES	NO
Did you have the following symptoms within the past 14 days? <i>Nagkaroon ka ba ng mga sumusunod na sintomas sa nakaraang 14 araw?</i>				
1. Fever / <i>Lagnat (≥38°C)</i>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
2. Cough and colds / <i>Ubo at sipon</i>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
3. Sore throat / <i>Sakit ng lalamunan</i>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
4. Shortness of breath / <i>Hirap sa paghinga</i>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
5. Diarrhea / <i>Pagtatae</i>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Reminder: R.A.11332 You are required to provide **TRUTHFUL INFORMATION** about your health condition. Otherwise you will be **PENALIZED**:


Paalala: R.A.11332 Kinakailangan maglahad ng **KATOTOHANAN** tungkol sa kalagayan ng inyong kalusugan. Kung hindi, ang **KAPARUSAHAN**:

- Fine of Php20,000.00 to Php50,000.00 / *Multa mula Php20,000 – Php50,000*
- Imprisonment of (1) month to (6) months / *Pagkakulong ng (1) to (6) months*







Full Name/Signature of Patient OR Parent/Guardian _____


RECOMMENDATION: OPD Consult Pharmacy
 ER Consult SSD
 Diagnostic Others: _____

NURSE ON DUTY / DATE & TIME _____

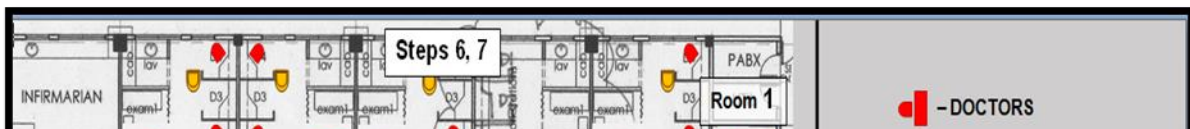
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OPD CONSULTATION PROCESS FLOW

Step	Action	Person
1	Pre-screening Area – Pre-screening of patients <ul style="list-style-type: none"> ○ Checks temperature of patients ○ Issues OPD COVID Screening Form to patients ○ Patients fill-up/answers OPD COVID Screening Form 	Guard
		
2	Triage Area – <ul style="list-style-type: none"> ○ Reviews COVID form and evaluates patient ○ Tags patients with color coded stickers GREEN – General OPD Consultation YELLOW – For referral to ER WHITE – OPD Pharmacy Transaction BLUE – Diagnostic Areas & SSD ○ Assigns patients for Batch Consultation 8:00 – 10:00 AM – Proceed to Queue Station 10:00 – 12:00 NN – Tent Holding Area 1:00 – 3:00 PM – TCB for Consultation 3:00 – 5:00 PM – TCB for consultation ○ Tent Holding area – next batch of patients for consultation Tent 1 – Pediatric Cardiology patients Tent 2 – Screening Room patients Tent 3 – General and Specialty Adult Cardiology 	Nurse
		
3	Queuing Station – Issuance of queue numbers.	Clerk
		
4	Registration Counters <ul style="list-style-type: none"> • Registration and issuance of charge slip to the patients. • Vital signs measurement and preparation of time-and-motion forms. 	Clerk NA/Nurse
		
5	Cashier – Payment of consultation and laboratory fees	Cashier
		
	Pre-consultation waiting area – Patients wait for consultation. Bench Column 1 – Pediatric Cardiology Bench Column 2 – Screening Room Bench Column 3 – General & Specialty Adult Cardiology	NA
		
6, 7	Consultation Clinics, Nurse Stations <ul style="list-style-type: none"> • Patient consultation • Carry out Doctors' orders & Discharge instructions 	Doctor Nurse


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OPD QUEUING, REGISTRATION, WAITING AND CONSULTATION AREAS



Reminders to our OPD Patients

1 **“NO MASK, NO ENTRY”**



Everyone is required to **wear face mask** before entering the OPD and while inside the hospital premises.

Patients **2 years** and younger are not required to wear a mask.

Parents or guardians should bring tissue to cover the patients' mouth or nose when coughing / sneezing.

2 **“LIMIT COMPANIONS”**


If the patient needs to be accompanied or assisted, limit to one companion per patient.



4 **“SOCIAL DISTANCING”**

A person should be at least **3 feet** or **1 meter** away from another person.

Only **4 persons** are allowed per elevator ride.



3 **“SCHEDULE APPOINTMENTS”**




Only patients with scheduled consultations are allowed entry into the OPD.

There is **no 'waiting area'** outside the OPD.

5 **“HAND HYGIENE”**

Patients, Doctors, Nurses and Staff should always do frequent **'hand washing'** or **'alcohol hand rubbing'**




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Paalala sa mga Pasyente ng OPD

1



“NO MASK, NO ENTRY”

Ang lahat ay kinakailangan na magsuot ng **face mask** bago pumasok sa OPD at habang nasa loob ng ospital.

Ang mga pasyente **2 taong gulang** at mas bata ay hindi kinakailangang magsuot ng mask. Ang mga magulang o bantay ay dapat magdala ng tisyu upang matakpan ang bibig o ilong ng pasyente kapag nag-ubo / pagbahin.

2

“LIMIT COMPANIONS”

Kung ang pasyente ay kailangang samahan o tulungan, limitahan sa isang kasama sa bawat pasyente.



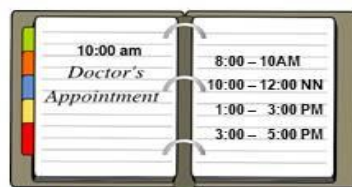
4

“SOCIAL DISTANCING”

Ang isang tao ay dapat na hindi bababa sa **3 talampakan** o **1 metro** ang layo mula sa ibang tao.

4 na tao lamang ang pinahihintulutan bawat pagsakay sa elevator.

3



“SCHEDULE APPOINTMENTS”

Ang mga pasyente lamang na may nakatakdang konsultasyon ang pinapayagan ang pagpasok sa OPD.

Walang **'waiting area'** sa labas ng OPD.

5

“HAND HYGIENE”

Ang mga pasyente, Doktor, mga nars at kawani ay dapat palaging gumagawa ng **'hand washing'** o **'alcohol hand rubbing'**.

