

Hospital-Based Ambulatory Clinic and Outpatient Visits

Influenza-like Illness Patient Screening Information

Purpose: Patients must be screened for influenza-like illness (ILI) at first point of contact or reception (e.g. clinic reception area, information desk, etc.) in the facility prior to proceeding with scheduled appointments.

This information applies to all staff involved in patient/visitor reception, patient care and patient transport.

Table 1: Criteria for ILI

Adult Patient:	Pediatric Patient:
<input type="checkbox"/> Acute onset of NEW cough or change in existing cough	Acute onset of any of the following symptoms:
PLUS one of more of the following:	<input type="checkbox"/> Runny nose
<input type="checkbox"/> Fever ($>38^{\circ}$ C on arrival or by history)	<input type="checkbox"/> Cough
<input type="checkbox"/> Sore throat	<input type="checkbox"/> Sneezing
<input type="checkbox"/> Joint pain	<input type="checkbox"/> With or <input type="checkbox"/> without fever
<input type="checkbox"/> Muscle aches	
<input type="checkbox"/> Severe exhaustion	

Patients will be assessed according to criteria in Table 1 using passive and/or active screening.

Passive screening:

- Post Alberta Health Services (AHS) Cover Your Cough signage for ILI self-assessment <http://www.albertahealthservices.ca/files/ns-cough-precautions-poster.pdf> at entrances to each facility and at entrances to all ambulatory care areas (e.g. clinics, diagnostic imaging, specimen collection laboratories, rehabilitation departments, endoscopy, day surgery, minor surgery, etc.)
- Provide a supply of masks and hand hygiene products to allow patients to comply with information on signage. If patient/ person accompanying patient has a cough, they should clean their hands and put on the procedure mask.

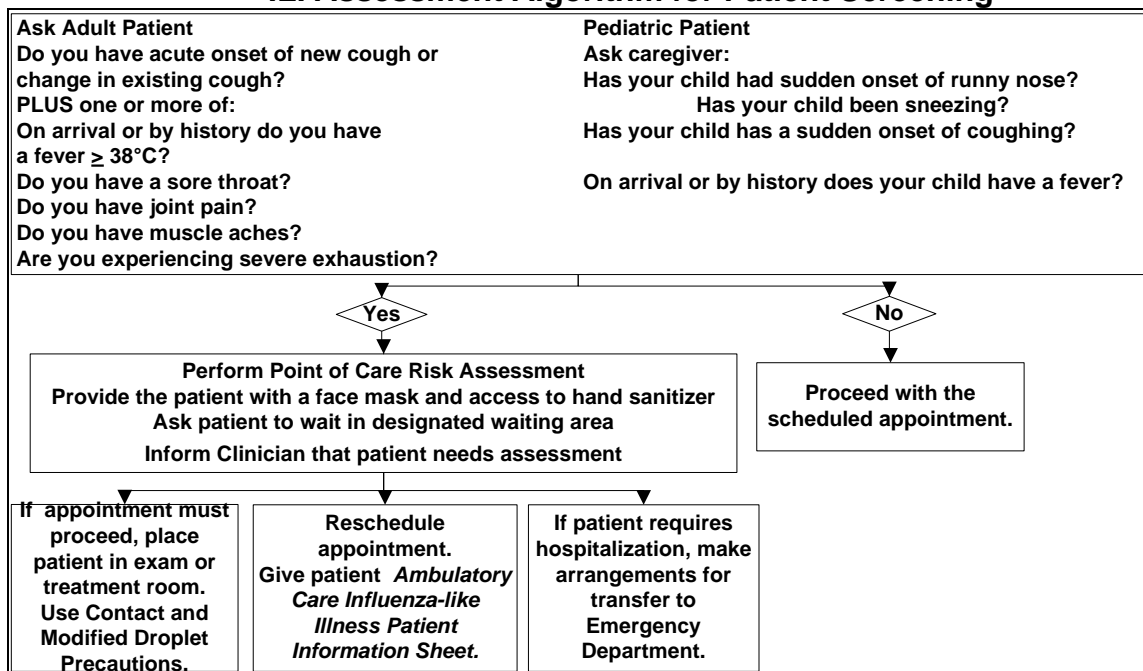
Active screening:

- If clinic staff routinely contacts patients to confirm appointments, staff should enquire if the patient has signs and symptoms of ILI. If the patient has symptoms, clinic staff will indicate if the appointment can proceed or needs to be rescheduled. If the patient does not have ILI symptoms, they should be instructed to call the clinic if they develop symptoms prior to coming for their appointment. Refer to Appendix A for Sample Telephone Script.

- If patients MUST regularly attend ambulatory care (e.g. dialysis, chemotherapy, etc.) information and expectations can be provided in writing to notify them of enhanced screening for ILI. Communication may describe actions that are to be followed if they are symptomatic upon screening.
- When patients arrive at ambulatory care area registration area, staff will assess for signs of ILI. See algorithm below.
- All staff and physicians who will have face to face contact within two metres of a patient must perform a Point of Care Risk Assessment (PCRA) to determine what personal protective equipment (PPE) they require. For PCRA information refer to link <http://www.albertahealthservices.ca/files/ns-point-of-care-risk-assessment-directive-007.pdf>

In hospital-based ambulatory care settings patients are to be assessed and triaged using the algorithm below:

ILI Assessment Algorithm for Patient Screening



If screening indicates patient has ILI, and clinicians indicate that appointment should proceed, implement Contact and Modified Droplet precautions as indicated in sign at this link: <http://www.albertahealthservices.ca/files/ns-contact-and-modified-droplet-precautions-poster.pdf>

If appointment is to be rescheduled, provide the Influenza-like Illness Patient Information Sheet (Appendix B) to the patient/caregiver and review the information with the patient/caregiver prior to the patient leaving the area.

For information on management of waiting room furniture and items see link: <http://www.albertahealthservices.ca/files/ns-source-control-to-prevent-transmission-directive-01-004.pdf>

APPENDIX A

Sample Ambulatory Clinic Telephone Script:

Due to many cases of influenza being seen in our community, you are asked to contact this clinic at _____ (*indicate phone number*) if you are ill with the following symptoms prior to or on the day of your appointment: (*Select symptoms appropriate to the age of the patient you are calling*).

Adult Patients:

Acute onset of NEW cough or change in existing cough

PLUS one of more of the following:

Fever ($\geq 38^{\circ}$ C)

Sore throat

Joint pain

Muscle aches

Severe exhaustion

Pediatric patients:

Acute onset of any of the following symptoms:

Runny nose

Cough

Sneezing

With or without fever

If no one answers, please leave a message indicating your full name, the name of the Doctor with whom you have an appointment, and the date and time of your appointment. Your call will be returned at our earliest opportunity.

Thank you.

Appendix B

Influenza-like Illness 2009 Ambulatory Care Patient Information Sheet

Pandemic influenza (H1N1) 2009 continues to circulate in Alberta. In order to prevent spread of this virus to other patients and staff, we are screening all patients to determine if they have signs and symptoms of influenza-like illness. When patients are found to be ill with influenza symptoms, sometimes their appointments need be postponed until they are well.

If the decision has been made to postpone your/your family member's appointment today, we will rebook appointment before you leave or you can contact us to rebook once you/your family member feel better.

Since you/your family member have influenza-like illness symptoms (such as new cough, fever, sore throat, runny nose, joint/muscle pain, exhaustion) we are recommending that you go directly home. Public Health recommends that people with influenza-like illness stay at home for seven days after symptoms started. Avoid contact with persons from outside the home AND limit contact with household members. It is important for all to use good hygiene, especially covering coughs and sneezes and cleaning hands frequently. Do not share personal items such as towels and increase cleaning of surfaces that are often touched in your home.

If your symptoms get worse, or you are not recovering, call Health Link Alberta for medical advice or your doctor for an appointment.

Alberta Health Link at 403-943-LINK (5465)
Toll-Free 1-866-408-LINK (5465)

We apologize for any inconvenience. Thank you for your cooperation in this matter.