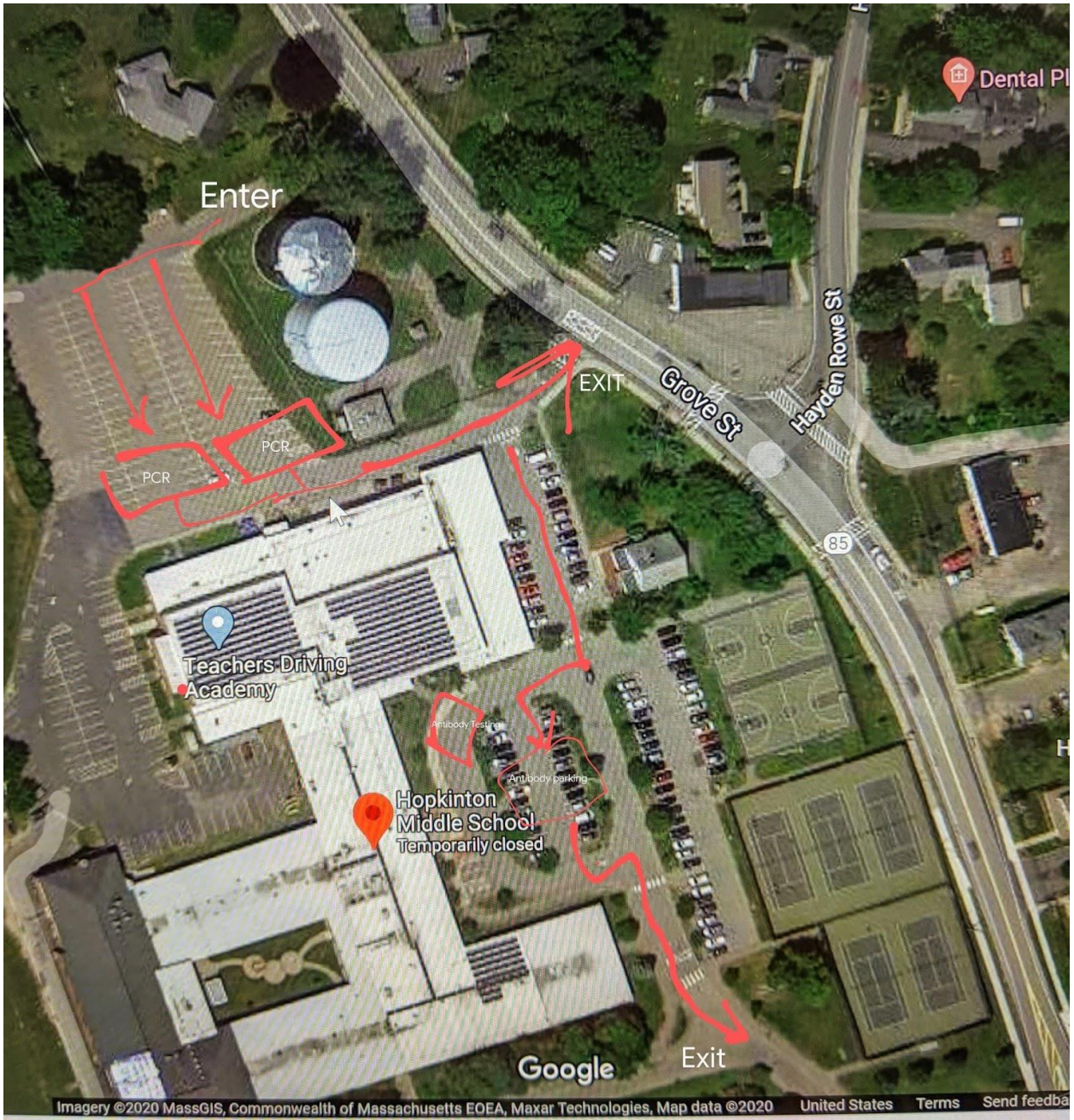


Community-based Drive-thru Clinics Specimen Collection Programs

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I. Overview

Community-based specimen collection is a progressive approach to reduce surges in hospitals, urgent care centers, and physicians' offices while still providing necessary testing to identify individuals inflicted with the 2019 Coronavirus – SARS 2, hereinafter referred to as COVID-19. This method is utilized across the nation, and the demand for testing has increased such that community-based COVID 19 specimen collection is a necessity to adequately respond to the public health emergency that is impacting Massachusetts. In order to safely and effectively manage these drive-thru clinics, certain planning and logistical components must be addressed to meet the needs of the healthcare system.

Drive-thru clinics require a collaborative approach between hospitals, primary care provider (PCP) organizations, urgent care centers, emergency medical services (EMS) agencies, fire departments, law enforcement agencies, and public health networks with support from Massachusetts Department of Public Health (MADPH).

II. Introduction

Massachusetts Department of Public Health (MA DPH) is actively engaged in preparedness and response planning and tactics to COVID-19. Massachusetts Department of Public Health (MA DPH) is responsible for the surveillance and monitoring of potential COVID-19 cases in Massachusetts which includes identifying patients who meet testing criteria. Patients may be assessed and managed in a clinic or hospital setting, some individuals do not rise to this level but still require testing for screening and monitoring purposes. Drive-thru clinics present a unique opportunity for healthcare agencies across the disciplines to collaborate and provide an access point for COVID-19 testing. These drive-thru clinics should anticipate individuals being referred from emergency rooms, urgent care centers, physician offices.

Given the demand for testing individuals suspected of having COVID-19, these drive thru clinics help to reduce the impact on the local healthcare systems by offering a method for individuals to be tested for COVID- 19 without the individual reporting to the local emergency room, urgent care, or primary care office.

Legal parameters must be reconciled in order to implement a community-based drive-thru specimen collection clinic. Current Center for Medicare and Medicaid Services (CMS) offer guidance regarding Emergency Medical Treatment and Labor Act (EMTALA) and licensing requirements for healthcare agencies. Finally, patient privacy must be protected in accordance with the Health Insurance Portability Accountability Act (HIPAA).

III. Program

STAKEHOLDERS

Community-based drive thru specimen collection clinics present a unique opportunity to support the healthcare system. Key considerations in the development and implementation of a drive-thru clinic include identification of key partners, personnel to staff the clinic, and selecting the appropriate location for the clinic. Key partners include the individuals previously identified in this document. Personnel required to operate a drive-thru clinic include clinical and administrative staff members. Administrative personnel include staff to coordinate scheduling, process lab requisition order slips, act as a liaison to outside healthcare entities, and greet and identify individuals who are on the schedule to be tested. Clinical personnel provide a variety of support mechanisms for the operation.

LOCATION

The location of a drive-thru clinic must be selected based on several key factors:

- Ease of access with traffic pattern that supports vehicles consistently entering and exiting the location
- Protection of the patient's privacy, and media control
- Avoiding disruption of schools, business, and response of emergency vehicles

ORDERS

A physician's order must be issued on the appropriate lab requisition sheet and transmitted to the controller of the drive-thru clinic and ultimately delivered to administrative personnel. Medical director oversight will also be required for individuals who do not have an identified primary care provider (PCP), and nursing staff will assist with the triaging of individuals who request COVID-19 testing. Individuals have a variety of pathways to enter the COVID-19 drive-thru specimen clinic system. For example, local emergency rooms, urgent care centers, and physicians' offices may make the referral based on the utilization of screening methods available to them. Additionally, patients who do not have a PCP may elect to request testing by calling the designated hotline which has oversight from a medical director and associated staff members.

It is imperative that these entry pathways be identified prior to the implementation of a clinic and be disseminated to all healthcare partners to ensure consistency in accessing the clinic. Finally, it is strongly recommended that drive-thru clinics only collect specimens from individuals who have been assigned an appointment time. This is accomplished when the aforementioned ordering physicians contact the controller to schedule an appointment. The physician (or designee) is then required to notify the individual of his/her appointment time and to instruct them to bring a valid photo identification for individuals over eighteen and to remain in their car when they arrive at the drive-thru clinic. Finally, these medical practices must provide

instructions to the individuals on what to do after he/she is finished at the clinic. This guidance should be based on current recommendations from DPHS and the Center for Disease Control (CDC).

CLINICAL and NON-CLINICAL STAFFING

Registered nurses (RN), medical assistants (MA), and/or EMS providers are utilized to collect the specimens for testing. Sources of personnel should be identified in the community that is offering the drive-thru clinics. Examples include hospital staff, primary care offices, school nurses, citizen emergency response teams (CERT), and medical reserve corps (MRC) volunteers.

SPECIMEN COLLECTION

Specimen collection will be performed in an approved manner as outlined by DPH guidelines and as detailed in the just-in-time training. Administrative members staffing the registration process and clinical personnel collecting the specimens must wear appropriate personal protective equipment (PPE) based on current guidelines issued by DPHS. Once collected, specimens will be stored in a cooler or refrigerator that will allow for temperature monitoring with the target temperature being between 2-8 degrees Celsius.

SPECIMEN TRANSPORTATION

Specimens must be transported to the appropriate lab processing facility via a pre-arranged courier. While the Public Health Lab (PHL) supports processing specimens in a limited capacity, it is essential that the drive-thru clinics have aligned with commercial laboratories capable of processing COVID-19 testing.

BIOHAZARD WASTE

Biohazardous waste that accumulates as a result of drive thru clinics will be disposed of in accordance with the guidelines and plans established prior to the drive-thru clinic operationalizing.

IV. Training Requirements

Personnel must be comfortable with all PPE recommended for use by MA DPH and the CDC.

Team members must also complete the following prerequisite training (See Appendix F):

- Donning PPE Video
- Doffing PPE video
- Donning and Doffing skills competency
- Specimen collection utilizing OP & NP swabs training video
- NP specimen collection competency

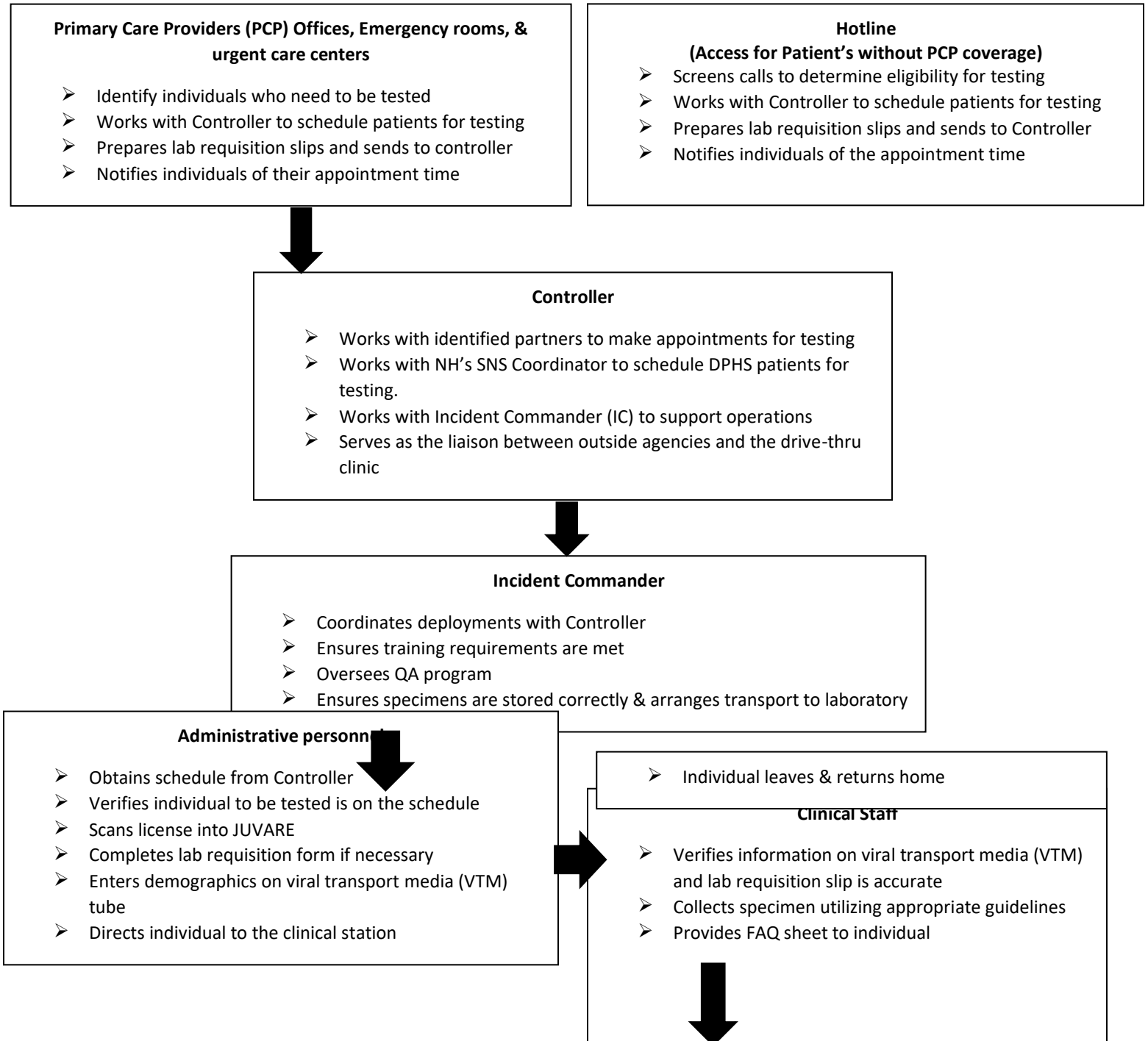
V. Quality Assurance

SPECIMEN COLLECTION

Quality assurance for specimen collection and storage will be overseen by the incident commander with input from the PHL director and other personnel as assigned by MA DPH. A three step process for verifying the correct patient, correct specimen vial, and correct sample will be followed for all testing.

CLINICAL and NON-CLINICAL PPE Team members will be required to complete the prerequisite training on an annual basis. Failure to successfully pass the PPE donning and doffing skills competency after two attempts will result in being ineligible to be utilized in the drive-thru clinic.

Appendix A: Patient Access Algorithm



Appendix B: Job Action Sheets

List of Job Action Sheets Included
Controller
Registration Staff
Clinical staff: Specimen Collection

CONTROLLER JOB ACTION SHEET

Mission: Serves as the liaison between emergency rooms, urgent cares, primary care offices, hotline personnel, and staff who seek to make appointments for their patients by scheduling appointments and confirms completed lab requisition slips are received and processed

Immediate (Operational Period 0–1 Hour)	Time	Initial
Processes appointment requests and collects appropriate data points and ensures completed lab requisition sheets are obtained		
Read this entire Job Action Sheet and review incident management team chart.		
Obtain the following supplies: <ul style="list-style-type: none"> • Computer • Printer with ink • Telephone line • Pens 		
Makes appointments: <ul style="list-style-type: none"> • Collects name, date of birth, phone number, and home town for the patient to be tested • Collects ordering physician name, practice, and phone number • Identifies if there is a travel or known exposure to confirmed COVID-19 patient history • Instructs ordering physician to tell the patient their appointment time • Processes lab requisition slips and matches to the schedule • Maintains situational awareness and works with Incident Commander (IC) to ensure specimen collection kits are available for the given schedule • Provides the schedule to the registration staff • Maintains the master schedule in an HIPAA-compliant manner 		

Demobilization/System Recovery	Time	Initial
Ensure return/retrieval of equipment and supplies and return all assigned equipment.		
Upon deactivation of your position, ensure all documentation is maintained in a HIPPA-compliant manner.		
Participate in debriefing on lessons learned and procedural/equipment changes needed.		

<p>Brief the <i>Incident Commander</i> on problems, outstanding issues, and follow-up requirements. Submit comments for discussion and possible inclusion in the after-action report:</p> <ul style="list-style-type: none">• Review pertinent position descriptions, checklists, forms.• Recommend procedural changes.• Highlight section accomplishments.		
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Documents/Tools

- Portable phone, handheld radio, runners

REGISTRATION STAFF JOB ACTION SHEET

Mission: Coordinate Drive-Through Triage patient registration, Complete / ensure specimen Registration Sheet, Label Specimen vial, and ensure patient flow-through to collection Station.

Receive appointment, briefing, and any appropriate materials from the <i>Controller</i> .
Register the patient(s): <ul style="list-style-type: none">• Approach Vehicle maintaining appropriate distance- Obtain patient name and scheduled time. □ REGISTRATION STAFF #1 Ask patient to hold Driver's license out window• REGISTRATION #2 Ask patient for any information missing from pre-filled specimen registration form• REGISTRATION #3 Label specimen vial with Name and DOB• Pt is given Specimen Bag containing labeled vial, completed specimen rec form (outside pocket with name and DOB facing out) □ Direct patient to Collection Station.
<ul style="list-style-type: none">• IF ANY STAFF touches any item handed to them from the PT- Gloves are required to be changes and hand sanitizer used.• IF ANY STAFF is directly coughed or has contact with droplets from the Patient – ALL PPE must be changed and Hands Washed.
Demobilization/System Recovery
Ensure return/retrieval of equipment and supplies and return all assigned equipment.
Upon deactivation of your position, ensure all documentation is submitted to the <i>Controller</i> .
Participate in debriefing on lessons learned and procedural/equipment changes needed.
Brief the <i>Controller</i> on problems, outstanding issues, and follow-up requirements. Submit comments for discussion and possible inclusion in the after-action report:
<ul style="list-style-type: none">• Review pertinent position descriptions, checklists, forms.• Recommend procedural changes.• Highlight section accomplishments.

Documents/Tools

- Portable phone, □ Handheld radio,
 - Runners to get updated pt list and return prefilled specimen rec sheets
- Equipment needed:
- Registration equipment- Box of pens, clipboards, highlighters, fine point sharpie
 - Personal Protective Equipment (PPE)- Gloves, Gown, Masks for each staff
 - Small / Medium size Biohazard Container- for used gloves
 - Purell and paper towels
 - Charger for computer or phone if using app

CLINICAL STAFF: SPECIMEN COLLECTION JOB ACTION SHEET

Mission: Perform Collection from Patient

Conduct primary Specimen Collection :

Collector #1 and #2

- Don Full PPE
 - Gown
 - Gloves
 - Surgical Mask
 - Face Shield
- Collector #1 Obtain Face Tissue and Nasal Swab and approach vehicle- Gives Patient follow up information sheet
- Collector #2 Obtain Specimen bag from Pt- VERIFY Name and DOB against Specimen form and vial. Open Vial
- Collector #1 – Ask Patient to blows Nose- and perform Nasal Swab. Place Specimen swab in Vial (Held by Collector #2) – Break at Perforation. Discards packaging and remaining swab
- Collector #2- Re-caps Vial and places in specimen bag- Seals bag – Places Bag in Cooler
- Collector #1 and #2 Enter Dirty Side of Tent
- Collector #1- Following Doffing procedures, removes all PPE and washes hands □
- Collector #2- Removes Gloves and washes hands.
- Collector #1 and 2 Return to Clean side of tent and Swap Positions for next test.

Demobilization/System Recovery

Ensure return/retrieval of equipment and supplies and return all assigned equipment.

Upon deactivation of your position, ensure all Specimens are labeled and placed in cooler

Documents/Tools

- handheld radio,
- Runners for additional PPE / Water change in sink / misc needs

EQUIPMENT:

- Donning Table – Gloves, Surgical Masks, Gowns
- Collection Table – Nasal Swab, Follow up Pamphlet, Tissue
- Sample Table – Cooler with ice pack
- LARGE RED bag – Doffing area
- Portable sink with foot pump and paper towel
- Clean table – hand sanitizer and paper towel
- Cones with Caution tape placed in the middle of the corridor to separate clean and dirty

Appendix C: Equipment/supplies List

OPERATIONAL EQUIPMENT

Item	Quantity	Comments
REGISTRATION		
Clipboards	5	Registration
Pens / highlighter	10	Registration
Tables	3	Registration
Chairs	10	Registration
Trash Bins	3	Registration Non-Biohazard bins for regular trash
Bin Liners	8	Non-Biohazard trash bags
2-Way Radios (and batteries)	1-2	Consider plan for charging radios
Lights as needed		
Area Lighting/Generator*		If Drive-Through area not illuminated, generators and lighting will need to be installed
Portable Heat Source if needed		
Extension Cords		
Charging Area for phone or computer		
Tent or coverage for outside screening RN		
Hand-washing facilities/hand sanitizer	8	
Testing Bags	XXX	1 Per Test
Test Vials	XXX	1 Per Test
Blank Specimen Sheets		
Pre-filled Specimen Sheets		
Gowns		1 per Staff
Gloves		Multiple sizes and multiple gloves
Mask		1 per Staff
Face shields		1 per Staff
Insert drive-thru specific needs that have been identified here:		

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Item	Quantity	Comments
<u>TESTING</u>		
Nasal Swabs		1 Per Test
Tissue		1 per test
Follow up forms		1 per test
Cooler with Ice pack		1 small cooler per 15 Tests
Table	1	
<u>Doffing</u>		
Large Trash Barrel	1	
Portable Handwashing soap and water	1	
Paper towels	2	
Hand Sanitizer	2	
Table	1	
Hand Sanitizer Bottles	20	
Sani-Cloth Type Disinfecting Wipes	10 canisters	
Paper Towels	5 Rolls	
Biohazard Bags	5	
Biohazard Bins	2	
<u>Physical Structure</u>		
10x10 Tent with Sides	2	
Power supply (Generator or Extension Cord)	0	
Lighting (if night operations)	0	
Heat source – Co2 monitoring of fossil fuels are used	0	
Zumro / Large tent / enclosed Trailer	0	Need to be able to create don/dof area inside
Power supply (Generator or Extension Cord)	0	
Lighting (if night operations)	0	
Heat source – Co2 monitoring of fossil fuels are used	0	
Item	Quantity	Comments
<u>General Personal Protective Equipment PER TEST Estimates (collections)</u>		

N95 Respirators (Respiratory Protection)	10	Emergency Use
Gloves, Nitrile	4 Gloves	
Yellow Isolation Gowns (droplet protection of clothing)	1	
Surgical Masks/Earloop Facemask	1	(For Patient Use)
Masks with Face Shield	1	
□ Both Collectors will need Full PPE for 1 st TEST		
All Following TESTS ONLY require 1 Full Set of PPE is discarded from Collector #1 Collector #2 ONLY changes Gloves		
EXAMPLE	50 TESTS=	51 Gowns
		100 pair Gloves
		51 Surgical Mask
		51 Face Shields
		+ 20% Spare / Extra

Appendix D: List of Essential Personnel

Essential Personnel for a Drive-thru specimen collection clinic		
Personnel	Sponsoring Organization	Recommended quantity
Controller	Public Health Networks, MRC volunteers, CERT groups, Hospitals and other healthcare entities	1 lead controller, 1 assistant controller per drive thru lane that is operationalized

Registration staff	Public Health Networks, MRC Volunteers, CERT groups, nursing students, Hospitals and other healthcare entities	3 registration staff members per drive thru lane that is operationalized
Medical Director	AFC URGENT CARE	Medical director writes a standing order to nursing staff to refer individuals to the drive-thru clinic for testing based on identified algorithm. One medical director will be required to oversee all patients who do not have an assigned primary care provider. Other healthcare agencies will refer their own patients to the drive-thru clinic.
Clinical Staff: Specimen Collection	Hospitals, Primary Care Provider offices, urgent care centers, schools, medical schools	3 clinical staff members per drive thru lane that is operationalized
Command Staff	Police Department, Fire Departments, MRC volunteers, CERT groups	Recommendation is to assign each command position.
Law Enforcement Officer (LEO)	Local and State Police Departments	Provide security protection to the drive-thru clinic staff and patients. Assists with traffic control and parking. Redirects individuals not referred to testing to access pathways identified. Minimum staffing of two (2) but varies based on clinic size.
Firefighter/EMS personnel	Local fire/EMS agencies, MRC volunteers, CERT groups, military	Provides first response protection activities until jurisdictional assets arrive. Participates in clinical staff assignment as trained and assigned. Minimum staffing of two (2) but varies based on clinic size.

Community-based Drive-thru Clinics Specimen Collection Programs

Appendix E: Training

Required Training	Source
Donning & Doffing Video	Donning: https://www.youtube.com/watch?v=d0lLf63iyPM Doffing: https://www.youtube.com/watch?v=FJzIWgQyTrk
Donning & Doffing Video with PAPRS	Donning: https://www.youtube.com/watch?v=d0lLf63iyPM Doffing: https://www.youtube.com/watch?v=FJzIWgQyTrk
NP Specimen Collection	https://youtu.be/DVJNWefmHjE
NP/OP swab collection video	https://www.youtube.com/watch?v=mfZYAMDpGNk&feature=youtu.be

Community-based Drive-thru Clinics Specimen Collection Programs

Personal Protective Equipment (PPE) Competency Validation Donning and Doffing
--

Staff Name: _____ License type: _____
(Nurse, paramedic, AEMT, EMT, etc.)

Donning PPE	Competent	
	Yes	No
<p style="text-align: center;">Gown</p> <p style="text-align: center;">(Applies gown so that it fully cover torso from neck to knees, arms to end of wrists, and wrap around the back. Fasten in back of neck and waist)</p>		
<p style="text-align: center;">Mask or Respirator</p> <p style="text-align: center;">(Secure ties or elastic bands at middle of head and neck. Fit flexible band to nose bridge. Fit snug to face and below chin. Fit-check respirator)</p>		
<p style="text-align: center;">Goggles or Face Shield</p> <p style="text-align: center;">(Place over face and eyes and adjust to fit)</p>		
<p style="text-align: center;">Gloves</p> <p style="text-align: center;">(Extend to cover wrist of isolation gown)</p>		
Doffing PPE	Competent	
	Yes	No
<p style="text-align: center;">Gown and Gloves</p> <p style="text-align: center;">(Pulls the gown’s front and pulls away from the body so that the ties break, touching outside of the gown only with a gloved hand. While removing the gown, staff member folds or folds the gown inside-out into a bundle. As the gown is being removed, peels off the gloves at the same time, only touching the inside of the gloves and gown with bare hands. Staff member places the gown and gloves into a waste container.)</p>		
<p style="text-align: center;">Goggles or Face Shield</p> <p style="text-align: center;">(Removes goggles or face shield from the back by lifting head band and without touching the front of the goggles or face shield. Discards item in waste container if disposable. Otherwise, places item in designated receptacle for processing)</p>		
<p style="text-align: center;">Mask or Respirator</p> <p style="text-align: center;">(Grasps bottom ties or elastics of the mask/respirator, then the ones at the top, and removes without touching the front. Disposes of the item in a waste container)</p>		
<p style="text-align: center;">Hand Hygiene</p> <p style="text-align: center;">(Immediately washes hands)</p>		

The evaluator has answered all of my questions, and I have completed the donning and doffing PPE training and am comfortable with the process of both.

**Community-based Drive-thru Clinics
Specimen Collection Programs**

Staff Member's Signature

Date

Evaluator's Signature

Date

Community-based Drive-thru Clinics Specimen Collection Programs

Personal Protective Equipment (PPE) Competency Validation Donning and Doffing

Staff Name: _____ License type: _____
(Nurse, paramedic, AEMT, EMT, etc.)

Skills Demonstrated	Skill Demonstrated	
	Yes	No
Don PPE		
Selects appropriate PPE based on current CDC Guidelines (eye protection, surgical mask, gown, and gloves)		
Preparation		
Ensures appropriate specimen collection supplies are available (Nasopharyngeal swab and viral medium transport (VMT) tube)		
Verification Process		
Verifies correct patient is present via photo identification and completed lab requisition slip, and name on viral medium transport (VMT) tube		
Pre-collection process		
Has patient blow nose and positions him(her)/self appropriately & selects appropriate nasopharyngeal swab		
Specimen Collection		
Inserts nasopharyngeal swab into nare to appropriate depth, rotates swab, and removes from nare		
Post-collection process		
Inserts swab into the viral medium transport (VMT) tube and breaks off excess portion of the handle. Once the top is secured on the VMT tube, seals the specimen collection bag and inserts the lab requisition sheet into outside pocket of the specimen collection bag. Inserts specimen collection bag into cooler within target temperature met		
Doff PPE		
Removes PPE in appropriate order based on current CDC guidelines		
Performs hand hygiene		
Appropriately washes hands with soap and water (or uses hand sanitizer if soap and water not available)		

Staff Member Signature Date

Community-based Drive-thru Clinics Specimen Collection Programs

Evaluator Signature

Date

Appendix G: Frequently Asked Questions (FAQ)

Hopkinton Health Department

Drive-thru testing clinic Patient instructions

You have just been tested for COVID-19 at the direction of a physician.

After testing:

- Return home and isolate from others if you are currently experiencing symptoms or have been identified as a close contact.
- Wait to get the test results , it should take 2-3 days for test results.
- Report any new or worsening symptoms to your primary care provider
If you do not have one, please call the public health nurse at (339-223-7968)

Reminders

- Hand hygiene & proper cough etiquette will reduce the spread of COVID-19
- If you are sick, please stay home
- Resources are available to answer your questions about COVID-19
 - 211
 - Visit [mass.gov](https://www.mass.gov)