

## COVID-19 ASSESSMENT, TESTING AND TRIAGE SERVICES

As the City of Roanoke prepares to reopen the Municipal Building and other city facilities to its employees and citizens, it is important to create policies to address any potential surge in COVID-19 related cases. That being said, the Employee Health Clinic has established protocols that will ensure that employees are triaged and referred to the appropriate community resource for testing or further evaluation. These protocols will assist the city in identifying those employees who need testing, treatment, or isolation, consistent with current public health guidelines.

The Employee Health Clinic will continue to conduct telephonic triage with employees who may be experiencing any signs of possible COVID-19 symptoms or who may have been in contact with someone experiencing symptoms. **The clinic staff has protocols in place to screen and triage employees for COVID-19 related testing as follows:**

### COVID-19 ASSESSMENTS & TRIAGE SERVICES:

- 1) The employee will call the clinic at 540-853-2045 to schedule a telephonic consult if you are concerned regarding symptoms of COVID-19 or have other related concerns. \*If you are acutely short of breath or experiencing a life threatening emergency, call 911 or go to the Emergency Department.\*
- 2) The nurse practitioner will conduct a COVID-19 assessment to discuss the employee's symptoms, which will consist of a series of questions about the employee's symptoms and potential exposure. Symptoms associated with COVID-19 include, but may not be limited to:
  - Fever
  - Cough
  - Shortness of breath
  - Diarrhea
  - Sore throat
  - Chills
  - Repeated shaking with chills
  - Muscle pain
  - Headache
  - New loss of taste or smell
- 3) The clinician will make recommendations regarding self-isolation and/or recommend employee seek care for testing if needed;
- 4) The clinician will provide a correspondence to the employee recommending that the employee self-quarantine, if necessary (**Note:** It will be the employee's responsibility to

provide the correspondence to the respective manager / supervisor and Human Resources);

- 5) The clinician will conduct follow-up calls to employees who are quarantined or self-quarantined every 2 – 3 days to follow-up on the employee’s health and return-to-work status.
- 6) The clinician will ensure HIPAA compliance is met and confidentially track all city employees impacted by COVID-19.
- 7) Once the employee is cleared to return to work, clinic staff will provide a “return to work” note form that was developed by Marathon Health based on guidance from the Centers for Disease Control and Prevention (CDC).

## **COVID-19 TESTING & TRIAGE SERVICES**

**The Employee Health Clinic does not provide COVID-19 testing at this time.** (See “Barriers to Testing” below). However, if testing or treatment is needed, clinic staff will provide triage services so that the employee is referred to the appropriate community resource for testing or further evaluation. Clinic staff will comply with the following protocol:

- 1) Clinic staff will contact the Roanoke Health Department and refer the employee for testing based on the severity of their symptoms or condition or likelihood of recovery with and without treatment. Determination is based on the guidelines of the Centers for Disease Control and Prevention.
- 2) Clinic staff will ensure that the employee is directly connected to the Roanoke Health Department to ensure that the employee is sent to an appropriate COVID-19 testing site.
  - Employee referrals to designated testing locations will depend on several factors: the level of the employee’s exposure, the employee’s position and job description, whether or not the employee has a Primary Care Physician (PCP), if the PCP is a member of Carilion Clinic or LewisGale Medical Center as the health centers’ testing sites vary, etc.
- 3) If the employee tests positive for COVID-19, the clinician will conduct check-in calls every 2 – 3 days to follow-up on the employee’s health and return-to-work status.
- 4) Once the employee is cleared to return to work, clinic staff will provide a “return to work” note form that was developed by Marathon Health based on guidance from the Centers for Disease Control and Prevention (CDC).

Note: All “contact tracing” will be conducted by the Roanoke Health Department.

- 5) The following sites serve as COVID-19 testing sites or resources in the Roanoke community and may be utilized as a referral site by the Employee Health Clinic staff:

## **COVID-19 EVALUATION CLINICS & RESOURCES: Roanoke Health Department (Primary Contact)**

Employee referrals will be initiated by the Employee Health Clinic clinical staff. According to the clinic staff, the best community resource has been the Roanoke Health Department, as it has been the most efficient way of getting employees testing. Nursing Practitioner or Battalion Chief of Emergency Management, will contact the health department to make the referral, after which the health department will contact the employee directly to schedule the testing. Currently, the Roanoke Health Department is conducting the tests at one of their parking lots. Employees are given the specific location when the testing is scheduled.

### **MedExpress Urgent Care (Hollins, VA)**

5610 Williamson Road, Roanoke, VA 24012  
(540) 265-8924

### **MedExpress Urgent Care (Salem, VA)**

1336 West Main Street, Salem, VA 24153  
(540) 389-0374

- Note: Most of the MedExpress centers offer drive-up testing, allowing patients to be screened and tested for COVID-19 without ever leaving their vehicles. However, select locations will require patients to enter the centers for COVID-19 testing. When the patients arrive at one of the designated locations, they will notice signage on the doors that asks them to return to their vehicle and call the center if they are exhibiting COVID-19 symptoms. This process is in alignment with the new protocols established by the Employee Health Clinic. A MedExpress team member will complete a brief screening with them over the phone. If they meet the CDC-based screening criteria for COVID-19 testing, a team member will meet them at the door of the center, provide them with a facemask and take them into an isolated part of the center. If they do not meet the screening criteria for COVID-19, the team will walk them through the next steps of your care and take them to a dedicated portion of the center for urgent care treatment.

### **CVS Minute Clinic @ Hollins, VA**

7515 Williamson Road, Roanoke, VA 24012

- COVID-19 Testing Center – Drive-through
- Appointment required
- Referral not required
- Tests limited to certain patients
- Instructions: CVS Health is conducting drive-up coronavirus testing (COVID-19). Limited appointments are available to patients who qualify. Patients must legally reside in the state where the test is given and be 18 years of age or older. Patients being tested are required to stay in their vehicles and surfaces are sanitized after each visit.

### **Carilion Clinic's Roanoke County Testing Center**

4064 Postal Drive, Roanoke, VA 24018

- Instructions: Referrals are needed from a Carilion Clinic provider to receive a COVID-19 test at this location.

**Velocity Care (Roanoke)**

4035 Electric Road, Roanoke, VA 24018  
(540)-772-8670

**Velocity Care (Daleville)**

46 Wesley Rd, Daleville, VA 24083  
(540)-591-9440

Referral not required. Patient can arrive at Velocity Care and instructions are posted outside on how to call the clinic. Registration will be performed by phone and they will direct the patient as to what the next steps will be. Velocity Care is only testing symptomatic patients. They will not test anyone who is asymptomatic.

**CONTINGENCY PLAN FOR MASS EXPOSURE:**

If there were concerns regarding a mass exposure at a city facility (i.e. – Public Works), Nurse Practitioner, would collaborate with Battalion Chief of Emergency Management, and the Roanoke Health Department to arrange large group contact testing for a mass exposure of symptomatic employees. This service is currently being provided by the Roanoke Health Department in identified areas with high exposure to COVID-19.