



COVID-19 COMMUNITY-BASED TESTING SITES (CBTS) CONCEPT OF OPERATIONS

March 17, 2020

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Pre-Screening Process and Instructions

- CALL or EMAIL a health care provider first. If the provider recommends obtaining a test or seek care, follow the provider's advice **BEFORE** going into any health care facility.
- **DO NOT** go to an emergency room to get a test for COVID-19 unless you are having a medical emergency. For COVID-19, that means severe respiratory symptoms, such as shortness of breath or breathing difficulties.
- DO call 911 or go to an emergency room if you are having a medical emergency. Tell the dispatcher your symptoms and proceed as advised.
- Instruct individuals to visit website, determining need for drive-thru testing at <URL TBD>.
- Instructed to bring to any CBTS:
 - Photo ID for all adults needing testing
 - Health insurance card (everyone will be tested regardless if they have insurance)
 - Healthcare or first responder ID
- Instructed not to take fever-reducing medicine within 6-8 hours prior to testing [such as Tylenol (acetaminophen) or Advil (ibuprofen)]
- If eligible, patients will be provided a list of available times and testing center(s) for their visit.
- People who come to be tested at the CBTS must bring:
 - Photo Identification (does not need to be government issued).
- If the CBTS personnel determine an individual meets the testing criteria, they will be tested. If the person does **NOT** meet the criteria to be tested, they will **NOT** be tested.

Other Considerations:

- Be prepared for longer wait times. No restrooms may be available.
- For the safety of all personnel, testing sites will only be operational contingent upon safe weather (testing sites may have to close unexpectedly as needed)

Media Presence

Be prepared for media personnel and/or live coverage. Although this may be discouraged by the community sites, it is a possibility. (Collaborate with State Health Department to protect patient privacy and discourage media coverage).

Language/Translators

Telephone interpretation may be available for speakers of other languages or anyone requesting translation. Phone call-in translation is available. Local health systems have



such partnerships and resources and can utilize what is currently used within local healthcare system networks.

Pre-Screening Criteria

1. **Criteria 1:** Anyone ≥ 65 years of age with on-site confirmed temperature of 99.6°F and with respiratory symptoms
2. **Criteria 2:** First responders, Healthcare workers* (regardless of presence of symptoms). *This includes only staff with direct contact with patients (not those in administrative roles) or as determined at the state level.

Definition of First Responder: Any individual responding to the public health task or mission, as determined by the jurisdiction.

Definition of Healthcare Worker: any individual working or providing direct patient care in acute or critical settings (hospitals, clinics, long-term care facilities, emergency medicine).

Regional/State sites can clarify or expand this classification based on needs/demand and adjust accordingly.

Pre-Arrival to Testing Site Instructions

1. Ensure pre-screening completed online (highly recommended)
2. If there are multiple people in one vehicle, each person will be individually registered and be tested if they meet the testing criteria.
3. Passenger Capacity: 3 - Max of 4 individuals per vehicle
 - a. Must be sitting at an operating/usable window
 - b. additional passengers to be tested will have to start at the front of the line after moving to operational window
4. Every person(s) must remain in the vehicle from time of arrival to departure of testing area
5. Testing will be done via open vehicle window. Ensure windows are operational.

At Arrival to Testing Site Instructions

1. Pull forward slowly, as instructed until arriving to first station.
2. Place car into park.
3. Roll down window.
4. Shut off engine.



Testing Flow- See Appendix A for 3-Station Personnel Role Details

Station 1 – Temperature verification/Assessment (est. time: 3-5 min)

- Assessors use infrared thermometers to verify individual temperature
 - Preference for laser thermometers to reduce any potential contact
- Assessor should verbalize date to the Runner assigned to each vehicle
 - Follow criteria guidelines to determine if individual should proceed or exit
 - If no temperature based on criteria (below), person should exit
 - If temperature noted according to guidelines below, the person should proceed with drive-thru testing
- Individuals must meet one of these 2 criteria:
 - **Criteria 1:** Anyone ≥ 65 years of age with on-site confirmed temperature of 99.6°F or greater **and** with respiratory symptoms
 - **Criteria 2:** First responders, Healthcare workers* (regardless of presence of symptoms).
 - Individuals who do NOT meet testing criteria will exit the drive thru via a dedicated exit point
- Assessors provide an information packet to vehicle telling patients public health information to include contact information
- Assessors should disinfect or remove sleeves/outer gloves at decon station in station 1, according to their level of contact
 - No contact = disinfect
 - Contact = remove and replace outer layer of sleeves/gloves
- Runners document temperature on collection form and follow car through the entire site
 - Form holds patient ID number and other demographic information
 - Awaits confirmation from Assessor/Temp Checker that vehicle/individual will proceed to station 2
 - Follows each vehicle through entire process

Station 2 – Individual Registration (est.time: ~5 min per person)

- Recorders complete paper form with demographic information for each patient to be tested (information relayed to Recorders via the Runner for each car):
 - First Name
 - Last Name
 - Phone



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- Email
- Address
- Insurance (Carrier, Plan ID, Group ID)
- Recorders enter patient information from form in electronic data collection tool

Station 3 – Swabbing and Decontamination (est. time: 6-8 min)

- **Primary Swabber**
 - Confirm verbal authorization from person being swabbed for swab collection (ask runner)
 - Issue individual tissue (clear nasal passage/cover cough/sneeze post collection)
 - Use pen light to check nares for obstructions
 - Receive collection tube/swab from runner
 - Take swab of individual(s) in car
 - Return swab back into tube
 - Label tube with patient ID
 - Insert tube into secondary containment (sample bag)
 - Receive decon wipe to decon sample bag
 - Place sample bag into temporary sample bag staging table
 - Places form and sample bag in envelope, signs form as chain of custody, places envelope in shipping container
 - Have QC officer verify all labels match, and place sample into sample cooler
 - Samples must stay at temperature between 2 -8 C
 - Samples must be shipped in less than 48 hours from collection
 - Work with decon staff to doff top layer PPE
- Runner should now doff all PPE/decon as appropriate, and then rehab, and get fresh PPE for next car. Please note if runner used clipboard as a writing surface, they would need to sanitize it.
- Remove PPE: Gloves, Sleeves, Decon staff (at least one decon staff at all times)
 - Observe swabbing operation for safety/occupational contamination
 - Provide decon wipes without touching swabber(s)
 - Assist the swabber during doffing, following listed steps on signage in decon area



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- **Secondary Swabber**
 - Don PPE (i.e., replace gloves and sleeves) PPE to prepare for next vehicle
 - Becomes primary swabber for next vehicle
- **Quality Control Staff**
 - Collects deconned sample bag to ensure sample ID is on the sample tube
 - Collects collection form from the runner
 - Verifies patient ID on tube and form is the same
 - Verifies temperature of samples from collection until shipping
 - Samples will be moved to refrigeration until shipping
 - Shipping should be arranged for at least 2x per day
[add shipping and storage guidelines]
- **Insurance**
 - Billing to be done when request for lab results are submitted; if they do not have insurance that's acceptable
- Call Center (for results):
 - Contracted call center will be calling each individual/custodian with test results.
 - 3 scenarios have been predetermined with scripting to be given to those calling (THIS IS NOT FINALIZED/AVAILBLE)
- Provider Credentialing:
 - Registered Nurse (minimum), Advanced Practice Providers (Nurse Practitioner or Physician Assistant), Pharmacists trained on swabbing procedures, or Physicians. Provider must have a current and valid license as required by state operating in.
- **Laboratory Processing**
 - All labs will be processed using LabCorp or Quest.



Staffing Recommendations

*consider multi-lane operations to expedite sample collection and minimize wait times in the event of increased surge

TESTING STATIONS	Fully Federal or private partner (1-lane operation)	Fully Federal or private partner (2-lane operation)
TEMP CHECK	Assessor: 2 Runners: 1	Assessor: 4 Runner: 2
REGISTRATION	Registration: 2 Runner: 1	Registration: 4 Runner: 2
SAMPLING/DECON	Samplers: 4 Runner: 1 Decon: 2	Samplers: 8 Runner: 2 Decon: 4
Admin	Logistics: 2 Safety Officer: 2 Admin/Planning: 1 Team Lead: 1	Logistics: 4 Safety Officer: 2 Admin/Planning: 1 Team Lead: 1 (P)
Other Staff	Team Leader(Provider) : 1	Team Leader(provider): 1 Water/Sanitation: 3
Total Count	20	38

- Please note that security and EMS need to be discussed with the local community

Individual Roles

Role	PPE
Temp checker	N95, Scrubs, Gown, Double Gloves, Faceshield, Apron, Ear Loop Mask, Sleeves
Security	Gloves, Faceshield, N95, Gown
HCP	PAPR, Tyvek, Apron, Double glove, Booties, Shroud, Scrubs, Sleeves
Runner / Documentation	Goggles, Gown, Double Gloves, Scrubs, N95, Sleeves
Decontamination	Tyvek, Booties, Double Glove, N95, Shroud, Scrubs
Logs	Work Gloves, Surgical Mask, Faceshield



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Safety Officer	Faceshield, N95, Gloves, Scrubs, Gown
Admin / Finance	Computer, Faceshield, Gloves, Scrubs
Team Lead	Faceshield, Ear Loop Mask, Gloves, Apron, Scrubs
Data Entry	Computer, Faceshield, Ear Loop Mask, Gloves, Scrubs
Quality Control / Sample Processing	N95, Scrubs, Gown, Gloves, Faceshield, Apron, Ear Loop Mask



Estimated Community Based Testing Site (CBTS) Capacity

- 1-lane operation:
 - 12-24 (max) individuals screened per hour
- 2-lane operation for vehicles with driver and 1+passenger(s):
 - 48 (max) individuals screened per hour
 - ~24 vehicles per hour at each station
 - 12 hours a day operational period

Recommended Training

All team members:

- Personal Protective Equipment (PPE) Types (per role requirement), Donning and Doffing, PPE usage, PPE decontamination between patients, PPE disposal
- Respiratory Protection / Fit Testing
- Role-specific training (process, communications to team and persons being tested)
- Drive Through Site Operations, Safety, Clean Boundaries, PPE requirements in potentially contaminated areas, Leadership and Chain of Command, Emergency Procedures

Additional Training for Specific Site Roles:

Temp checker (Assessor)	Temperature monitoring equipment training; crowd control, standard greetings (script)
Security	NA
HCP	Scope of Practice, Code Procedures, Data Reporting Plan to Local Health
Runner	NA
Decontamination	Spill cleanup
Logs	Inventory, Resupply ordering procedures
Safety Officer	ICS 215, 208, HASP/HERA for site/region
Admin / Finance / Data entry	Electronic record procedures, site personnel (accountability), end of shift screening data
Team Lead	Public Information / Talking Points
Quality Control / Sample Processing	Sample processing form completion (site specific), chain of custody procedures, sample handling, processing, storage, packaging for transfer

Site Request / Site Suitability Requests

- Physical Address
- Spacing Recommendations



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- 2-lane drive-through set up: 80 ft x 50 ft (44 personnel)
- 1-lane drive-through set up: 80 ft x 25 ft (20 personnel)
- Traffic flow pattern / map in and around site
- ICS 206 Medical Plan Completion (to best of ability)
- Points of Contact for Security (local law enforcement), , Local and/or State Health Department, Local Fire/EMS services, Biohazard Waste Services (e.g., Local Health Department)
- Other anticipated requirements (e.g., gaps in supply list, personnel augmentation)

Other Operations Considerations

- Security
- Local Fire/EMS standby
- Communications for site operations
- Linguistics/
- Public Communication
- Water/Sanitation
 - Define hazardous waste and who will collect
- Training – Safety Officer
- Training – Quality Control Officer
- Report mechanism for results
 - Lab reports results to local public health department for contact screening
 - Call center for patients test results (being established)
- Equipment storage
 - Refrigeration of samples/ice packs
 - Tents (if applicable)
 - PPE
 - Other equipment
- Handwashing stations

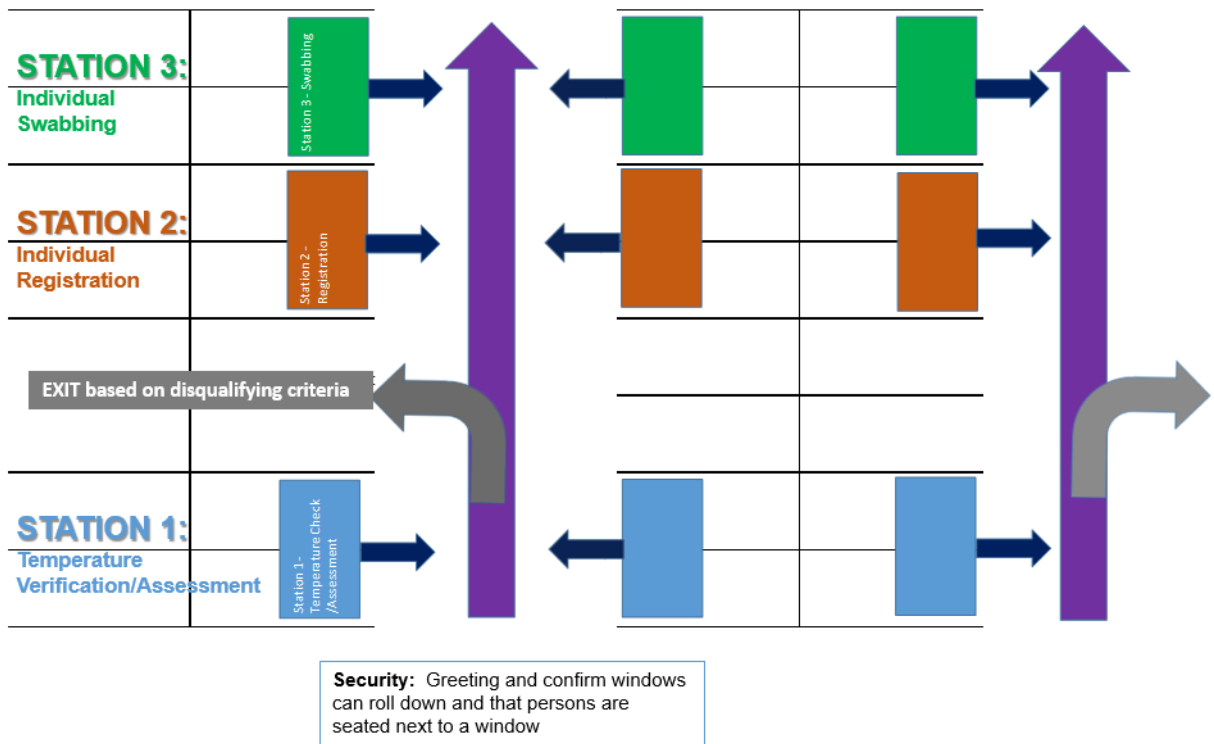
CBTS Staff Participation – Post Operation

- All participants involved in the CBTS will be followed up in accordance with local and state Department of Public Health requirements and ideally, would be consistent with healthcare worker protocols in that designated area.



Appendix A: Community-Based Testing Sites (CBTS) Supply List (see attached “Complete CBTS Supply List 17Mar2020 1130hrs”)

Appendix B: Example CBTS Flow Map



Appendix C: CBTS Station 3 Individual Swabbing Personnel Roles:

Primary Swabber	Decon Staff	Secondary Swabber	Quality Control Staff	Runner
<ul style="list-style-type: none"> Issue individual tissue (clear nasal passage) Use pen light to check for nasal obstructions Receive collection tube/swab Take swab of patient(s) in car Return swab back into tube Label tube with patient ID Insert tube into secondary containment (sample bag) Receive decon wipe to decon sample bag Place sample bag onto temporary sample bag staging table Work with decon staff to doff top layer PPE Remove PPE: Gloves, Sleeves 	<ul style="list-style-type: none"> Observe swabbing operation for safety/occupational contamination Provide decon wipes without touching swabber(s) Assist the swabber during doffing 	<ul style="list-style-type: none"> Don PPE (i.e., replace gloves and sleeves) to prepare for next vehicle Becomes primary swabber for next vehicle 	<ul style="list-style-type: none"> Collects deconned sample bag to ensure sample ID is on the sample tube Collects collection form from the runner Verifies patient ID on tube and form is the same Places form and sample bag in envelope, signs form as chain of custody, places envelope in shipping container 	<ul style="list-style-type: none"> Documents temperature on collection form and relevant demographic data Stays with vehicle throughout all 3 stations Returns to station 1 to prepare for next vehicle