

Drive Thru Observation Area Information

Observation Process

- Flow manager sends patient to proper lane based on color of paper - green (15 min wait) or orange (30 min wait)
- Approach car and initiate face-to-face
 - Are you feeling ok, having any issues?
 - If you start experiencing any problems, honk your horn, flash your lights
 - Instruct to move forward as cars move ahead and keep up with their exit time (or use timer on QR code)
 - Move green/orange paper to inside of dash – this indicates the person has had a face-to-face
 - For inclement weather, paper will already be inside on dash
 - Suggest patient use a “thumbs up” to attendants as they walk by during the wait period as a confirmation everything remains “Ok”

Process for an Adverse Reaction

- If patient alerts of an issue:
 - Closest person should go and begin speaking to patient to find out what symptoms they are having
 - MD/APP/RN/Paramedic/EMT to bring reaction box, monitoring equipment and perform an assessment (Blue vest = clinical staff)
 - Obtain Blood Pressure, Oxygen Saturation, respirations, Heart Rate
 - Follow **Reaction Protocol** as needed (located inside reaction boxes)
 - **Local** Anaphylaxis response (*mild or moderate*)
 - Symptoms: itchy eyes, nose, or throat, or nasal congestion or sneezing
 - MEDS: Benadryl 25mg PO x1
Epinephrine 0.3mg IM x1
 - **Systemic** Anaphylaxis response (*severe*)
 - Symptoms: itchy eyes, nose, or throat, or nasal congestion or sneezing **with respiratory compromise**
 - MEDS: Epinephrine 0.3mg IM x1
Benadryl 25mg PO x1 (if unable to swallow, Benadryl 50mg IM x1)
Albuterol MDI – 2 deep inhalations x1
 - Complete **Covid-19 Adverse Reaction Downtime** form
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Lead Job Responsibilities

- Ensure there is adequate staff scheduled for the OBS area
- Take all needed supplies to the Observation Area
 - This includes emergency boxes, patient monitoring equipment and needed paperwork
- Conduct shift brief – this should include:
 - Location of observation area - noting 15-minute (green) and 30-minute (orange) sections
 - Identify clinical and non-clinical staff (for awareness)
 - Discuss weather forecast for the shift.
 - Plan to mitigate any weather extremes that might impact teammate performance.
 - Have a severe weather plan should the team needs to take cover.
 - Initial face to face process
 - Process patients will follow to alert team of issue
 - Possible side effects (itchy eyes, nose or throat, or nasal congestion/sneezing, respiratory compromise, throat/tongue swelling, etc)
 - Process for notifying the clinical staff of a reaction
 - Standing protocol to be used by the clinical staff in event of a reaction
 - Contents of the emergency boxes
 - Reaction paperwork
- Ensure staff are evenly distributed among the 15-min and 30-min areas
 - Will want both clinical and non-clinical in both
- Alert Incident Command of issues requiring medical transport
- Provide needed meal breaks (12-hour shift) and regular breaks
 - Ensure snacks and drink are available in the OBS area for staff
- Brief new staff members at shift change
- At end of day, return all equipment to proper place, give reaction paperwork to Command Staff and restock supplies