Walk-in patient infected with COVID-19 arrives at hospital reception

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Category
Infection

Learning goals
Maintain own safety during the handling of infected patients. Follow hospital procedure SUS: EQS-44057, section 6
Care for the patient with respect to: (1) protection from infection and alerting, (2) information given to the patient.

Chain of events
A 65-year-old woman arrives at A&E directly from her own home. Knocks on the reception window. She has been coughing and had a fever in recent days and has had difficulty breathing. Hence her A&E visit. The patient seems a little run down and when asked about COVID-19 she replies that her daughter is isolated at home because of a positive COVID-19 test.

Key points (critical for completion)
• The patient knocks on the window
• The health secretary reacts – expected to follow procedure
• Alerts correctly according to procedure (information regarding contact with a person confirmed to be infected)
• Ensure own protection against infection
• Take care of the infected patient according to procedure and provide good information
• Disinfection of contact area according to procedure

Description of patient behaviour for stand-ins or operators
The patient comes directly to the reception hatch. Supports herself on the benchtop. She is short of breath and coughing a little.

Patient description
(Background info for facilitator)
The patient is clammy and pale. Coughs during conversation and is generally run down.

Information for participants
You’re sitting in reception at A&E when a walk-in patient arrives at the hatch without a referral.

Simulation info
Equipment: Face mask, antibac, procedures, including any flowchart for handling of such meetings/approaches.
**Primary indications**

AIRWAY
BREATHING: SHORTNESS OF BREATH
CIRCULATION: CLAMMY AND PALE
DISABILITY
OTHER INDICATIONS

**Status changes**

No changes to patient status.

**Suggestions for help/notes**

The hospital’s guidelines/procedures in meeting members of the public with suspected COVID-19 infection.

**References / advice**

SUS – EQS procedure 44057