

# 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