IDENTIFY LEADERS AND PARTNERS
- FEMA and federal partnerships may come with constraints.
- Neighboring healthcare providers may or may not offer collaboration.
- State and local partnerships with public health and municipal organizations are valuable.

DETERMINE TESTING CAPACITY & FOLLOW-UP PROCESS FOR RESULTS

Different laboratories have different turn-around times for COVID-19 tests.
- Federal or state partnerships may require use of certain laboratories.
- OSCTCs may need to retest patients in cases of significant delays.
Consider the best ways to reach your patient population with their results.
- Determine whether you are sharing the results directly with the patient or with their PCP.
- Daily telemedicine patient appointments following testing may help monitor ongoing symptoms and address anxiety.
- Some healthcare providers may not feel comfortable giving positive test results to patients.

WHO YOU ARE TESTING

Consider testing priorities in context with severe limitations in testing supplies.
- With limited testing supplies, most OSCTCs are now only testing for COVID-19.
- Patients can be co-infected with COVID-19 and other respiratory illnesses.
- If tests with a quick turnaround are limited, consider who your priority populations are.
Prepare for patients that require special accommodations.
- Consider having a separate protocol that supports “walk-up” patients.
- Provide materials in other languages.
- Make provisions for patients with physical and mental disabilities.

PLAN A PROCESS THAT PROTECTS YOUR STAFF

Think through how OSCTC staff will be staying warm, cool, or dry depending on the weather conditions.
Engineering and administrative controls can minimize risk of infection.
- Keeping patients in their cars minimizes exposure points.
- Tables without smooth surfaces may minimize areas where virus can linger.
- Quick visits reduce healthcare worker exposure time.
- More than one drive-thru lane can increase efficiency and decrease waiting times.
- Triage and pre-registration in advance may reduce exposure time.
- If patients need to fill out their own paperwork, have patients bring their own pen, or supply pens for patients.
- Preparing test order documentation and labeling sample collection materials in advance can save time and reduce exposure risk.
- In sites where screening and triage occur, consider allowing nurses to submit orders for testing under a physician.

PPE shortages and unique PPE needs require creative solutions.
- Review CDC’s guidelines for extended and reuse of PPE.
- Weather and patient demographics may impact appropriate PPE.
Consider ways to ensure the number of staff is adequate for OSCTC demand.
- If OSCTCs require appointments, they can plan appropriately.
- If OSCTCs DO NOT require appointments, regular communication with local providers ordering tests helps with planning.
- Ensure staff have adequate breaks throughout the day.
Work as a team.
- Have a morning “huddle” with staff members to define roles and workflow.
- A dedicated “watcher”, who monitors staff-patient interactions, can identify potential contamination.
Consider how you inform the public about your OSCTC.
- A trial run with few patients, prior to broadly publicizing, may be a good place to start.
- Developing appropriate educational materials for patients benefits everyone.

HOW YOU WILL GET PAID

- Know how these tests are reimbursed by private and public insurers.
- Stay alert about changes in federal legislation around funding support (Families First Coronavirus Response Act).

We want to hear from you! What challenges are you facing at your off-site testing sites? What have you learned that will benefit others? Please share your feedback at COVID19@nrhi.org.