

1. Client comes to clinic and rings doorbell.
2. Medical Office Assistant (MOA)/Greeter screens client at the door for: name, fever, chills, cough, shortness of breath, sore throat, difficulty swallowing, runny nose, nasal congestion, loss of sense of smell, headache, muscle aches, loss of appetite, fever.
- 3. Door greeter checks client measures for COVID lab results**
4. MOA provides client with hand sanitizer and a mask.
5. Client identifies they would like to go the cultural space.

NEGATIVE SCREEN

POSITIVE SCREEN

SEE CINHS CLINIC ALGORITHM

1. Greeter contacts HUB greeter to gain entry to the cultural space via walkie-talkie
2. Greeter helps client down the stairs, following the arrows on the left which direct down the stairs
3. Greeter identifies reason for client cultural space visit and directs client to appropriate area

**Wait for clinic/psychosocial appointment:**  
Following the arrows the Greeter escorts the client to waiting area A

**Speciality clinic**  
Following the arrows the Greeter escorts the client to the waiting area A

**Virtual appointment**  
Following the arrows the Greeter escorts the client to the virtual appointment waiting area

**Rest and/or snack**  
Following the arrows the client is escorted by the greeter to the eating area.

Greeter informs upstairs MOA team the client has arrived

MOA team indicates provider is ready for appointment  
Greeter escorts client to main door for appointment

SEE CINHS CLINIC ALGORITHM

- Virtual appointment**
- When virtual appointment room is ready, CE sterilizes the virtual appointment room
  - CE directs client to virtual appointment room
  - CE helps client be seated and be settled in the virtual room
  - If client needs assistance, CE is to hand sanitize and enter virtual waiting room
  - Client completes virtual visit and signals to CE they have completed their appointment
  - CE provides client with hand sanitizer
  - CE escort client to the arrows on the floor and exits

- Rest and/or snack**
- Cultural Engagement (CE) asks client what they prewrapped food and/or drink choice they would like
  - CE returns to kitchen and hand sanitizes
  - CE takes food and drink choices to client in eating area
  - Client may take off mask
  - CE informs client to raise hand when they have completed rest or snack
  - CE sanitizes hands
  - Client completes snack and/or rest and raises hand
  - CE provides client with hand sanitizer and directs client to put on mask
  - CE escort client to the arrows on the floor and exits

- If client screens negative but presents as positive in cultural space**
- In full PPE escort client to door
  - Ask if they would like to be tested for COVID
  - Follow CINHS clinic