

**When a Patient Presents
COVID-19 Protocol
Recommendations for Doctors**



If a patient presents at your practice with symptoms consistent with COVID-19, a suggested protocol is the following:

1. Patients presenting with fever or cough should be placed in a mask immediately
2. Isolate the patient (and accompanying persons) if possible – keep them away from other patients and from staff; follow personal protection protocol
3. Clean and disinfect all surfaces in which they may have come in contact
4. Ideally, don't use the room where patient was isolated until thoroughly cleaned and disinfected
5. Unless you have other instructions from your employer or partners, **the most prudent thing to do is to call the health department** for a phone consult as to whether the person meets the criteria to have the patient picked up and transported to a location designated for people that might test positive for COVID-19 – **in San Antonio (210) 207-8876; outside San Antonio, [click here](#) for a full list of Local Texas Health Entities' COVID-19 contact information.**
TX DSHS Region 8 (210) 949-2000; after hours (210) 949-2121.
6. If a patient under investigation (PUI) is uncooperative and at risk of departing to return to the community at large, immediately notify local health authorities and, if you reasonably believe the patient to be a risk to others, consider notifying the police.
7. For both confirmed and unconfirmed possible COVID-19 cases, you must immediately report to the Texas Department of State Health Services at – 1-800-705-8868. You must report the patient's name, age, sex, race/ethnicity, date of birth, address, telephone number, disease, date of onset, method of diagnosis and the physician's name, address and telephone number.
8. Keep detailed records of the steps taken to mitigate exposure of patients and staff while patient was at the location. You might consider blocking entry of any other patients into your office until such time as you've completely decontaminated the waiting room, counters, and/or the isolation room in which the patient was being treated.
9. Protect your staff and make sure they follow guidelines about washing hands, disinfecting surfaces, cleaning rooms, etc.
10. Track the patients that presented at your practice who are suspected of being infected to determine next steps with others who may have been exposed
11. Remind staff that HIPPA still applies, as do state laws regarding patient confidentiality, and to abide by same.

[Full CDC Guidelines for Physicians](#)