

COVID-19 Drive-through/Drive-up Clinic Guidance

March 15, 2021

In an effort to decrease the risk of disease transmission in hospital and clinic waiting rooms and to make COVID-19 testing more widely available, local health departments are encouraged to pilot COVID-19 drive-through/drive-up testing clinics.

Commonly cited benefits of drive-through operations include:

- ❑ **Speed:** Exercises and real-life emergency responses have demonstrated a higher throughput rate for drive-throughs than other frequently used models. Sample collection at drive-through COVID-19 clinics in South Korea took less than one-third the time of sample collection in hospitals, according to [this article](#) that appeared in the *Korea Biomedical Review*.
- ❑ **Staffing:** Drive-through models generally require less staffing relative to the population served than other more traditional models.
- ❑ **Social Distancing:** Because individuals remain in their vehicles, they do not come in contact with individuals other than health care workers in appropriate Personal Protective Equipment (PPE), thereby limiting opportunities for disease transmission.
- ❑ **Convenience:** Individuals remain in their vehicles and do not need to find parking or stand in long lines.

Clinics can be offered daily with operating hours mirroring the hours of the health department. Other options include a shorter operating time or after-hours collection. Depending on current disease prevalence, the community's size and resources available for testing, a maximum number of specimens that will be collected each day should be predetermined.

A drive-through/drive-up clinic can be set up simply as a tent where the patient (or a driver transporting the patient) drives up next to the tent where health care workers have supplies ready for testing. The clinic also can be arranged with multiple stations to drive "through," similar to a drive-through flu vaccination clinic.

General Recommendations:

To best manage patient flow and resources, a phone line should be used to pre-schedule patients identified as suitable for testing.

Use the Incident Command System (ICS) to organize the clinic and solicit partners for assistance. Participating staff should have clearly defined roles and responsibilities within the defined organizational structure. Request additional staffing through county emergency management.

[Example Public POD Drive-Through/Drive-Up Organization Chart](#)

Patients must meet the **following criteria** (updated 4/21/20) to be tested at drive-

through/drive-up clinics where specimens will be sent to the Kansas Health and Environmental Laboratories (KHEL):

Epidemiologic Risk	&	Clinical Features
Close contact [^] with a person that has laboratory-confirmed COVID-19 and developed symptoms within 14 days of contact	<u>and</u>	At least two of the following symptoms; fever [*] , chills, rigors, myalgia, malaise, headache, sore throat, lower respiratory illness (cough, shortness of breath, or difficulty breathing), new olfactory and taste disorders, or diarrhea without an alternate more likely diagnosis.
History of travel [§] within 14 days of symptom onset	<u>and</u>	
No source of exposure has been identified		

[^]Being within 6 feet for a prolonged period (10 minutes or longer) or having direct contact with infectious secretions of a COVID-19 case (e.g., being coughed on)

^{*}Measured fever of 100.4°F. Fever CANNOT be subjective

[§]History of travel includes travel outside of the U.S. to countries with travel advisories (<https://www.cdc.gov/coronavirus/2019-ncov/travelers/index.html>), travel to states with cases of COVID-19 (<https://www.cdc.gov/coronavirus/2019-ncov/cases-in-us.html>), and attendance to mass gatherings (e.g. conferences, cruises, concerts).

Pre-screening and pre-scheduling over the phone is recommended so drive-through/drive-up clinic staff can best manage clinic flow and staffing needs. Ensure individuals scheduled to use the drive-through/drive-up site have their appointment time, site address, any special site access instructions and required items, such as identification. Provide patient’s name, vehicle they will be in along with appointment time to eligibility screening staff.

Process:

Clinic Considerations

- ❑ If the drive-through/drive-up hours match that of your health department, determine how many tests can be performed each day based on availability of test materials, Personal Protective Equipment (PPE) and staffing.
 - Other things to consider: The time needed to perform each station’s functions, as well as the time needed for health care worker(s) to don and doff PPE and perform hand hygiene.
- ❑ Evaluate power/outlet needs at the site.
- ❑ Consider the medical record to be used (electronic or paper). If an electronic medical record is used and requires an internet connection, ensure this is available.
 - In addition, plan for notification to KDHE via data entry into EpiTrax. Information from the specimen approval form should be directly entered into EpiTrax.
 - Be sure to plan for additional data entry staff if needed.
- ❑ If specimen labels in conjunction with EMR will be used, ensure a printer and related supplies are available.
- ❑ In addition to PPE, testing supplies and other equipment mentioned above, also include tissues for each patient to clear any secretions prior to swabbing and gauze in the event of epistaxis.
- ❑ If clinic site is being used daily, schedule for cleaning needs.
- ❑ Plan for site signage to be created and who will address media queries.

- Since clinic attendees will be identified by their medical provider or local health department and an appointment is required to attend, it is not recommended to publicize/advertise the clinic to the general public.

Clinic Lay-Out and Specifications

- The drive-up tent model, a single-station clinic with a tent positioned alongside a building and away from the street view, will allow for the most privacy. The building should allow for additional supplies to be easily accessed, specimen storage, a hand washing station and restrooms for clinic workers. If the building has an overhang, this can be helpful to shield clinic workers and patients in inclement weather.
 - Other potential clinic sites:
 - Large parking lot
 - Parking garage
 - County fairgrounds, i.e. horse arena that has large openings for vehicles to pass in and out (see picture below).



Figure 1. A semi-indoor horse arena can serve as a drive-through specimen collection clinic site.

- Patients will remain in their car for entire encounter, including the specimen collection. Post signage leading to and at the beginning of the drive-thru/drive-up clinic that restroom facilities are not available for individuals receiving tests or others who may be in the vehicle with them.
- Maintaining social distancing and limiting traffic congestion may require operations over a large area. Consider how staff on site will communicate with each other (e.g., radios) and a back-up method (e.g., runners).
- If setting up multiple stations (rather than a single drive-up tent), set up for a unidirectional flow from an external gathering area (i.e. street).

- Here's a sample clinic flow:
Station 1: Eligibility screening (to verify identification and physician order) →
 Drive-through/drive-up clinic entrance →
Station 2: Sample collection area →
Station 3: Patient education (provide [handout](#)) →
 Exit at a location distant from the entrance.

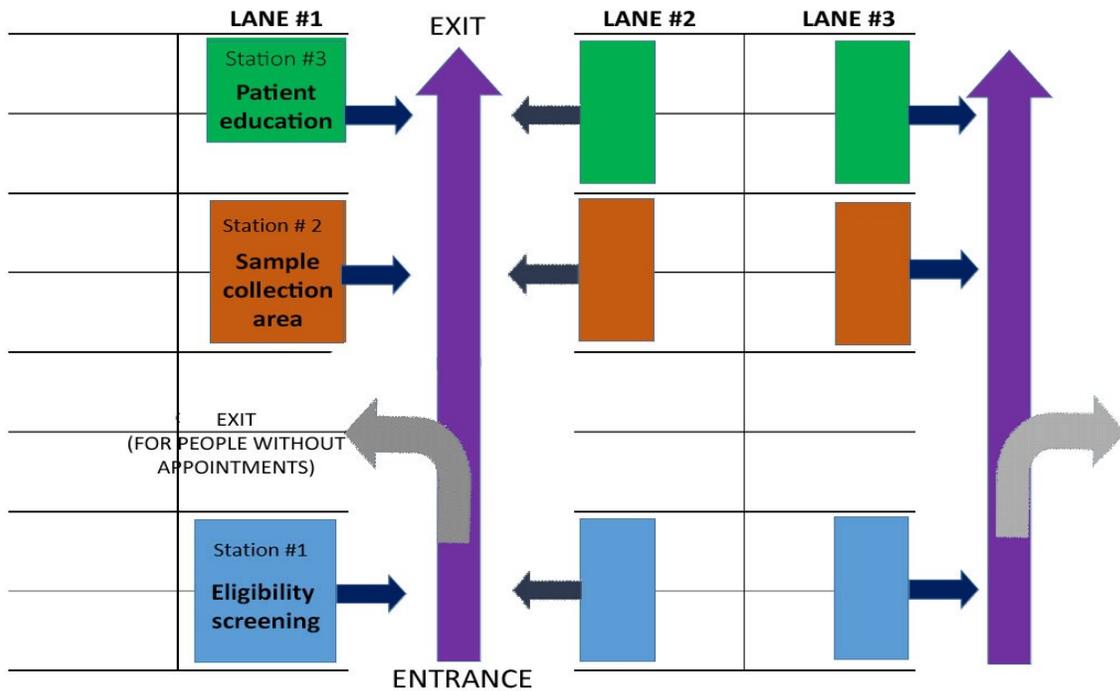


Figure 2. This clinic can be expanded from one to three lanes (or more) if needed based on number of patients scheduled, staffing and supply availability (specifically testing materials and PPE).

- Use liberal amounts of rope, stands, traffic cones and signs in multiple languages (as needed) to delineate routes for clients to follow from station to station, to remain in their cars and that restroom facilities are not available.
- Ensure all personnel understand what occurs at each station so they can best direct and prepare individuals to prevent delays in clinic flow.



Figure 3. An aerial view of the Medical University of South Carolina's drive-through respiratory specimen collection site.

Photo by Sarah Pack, MUSC.

Patient Education

- Inform patient that he/she will be contacted by the provider who saw them at the clinic with their test result. They should not call KHEL or other labs as results can only be shared with them by their provider.
- Instruct patients to remain at home and limit contact with other household members while waiting for test results. [Provide this flyer to patients](#) on what to do while awaiting test results and what to do if results are positive or if results are negative.

Leadership Roles and Personnel

- Designate a clinic manager and a team leader each for supplies, logistics, staff training, public information, security, etc., and their respective backups.
- Designate a leader to oversee infection control at the clinic, which includes ensuring that healthcare personnel who are preparing and collecting the specimens are appropriately trained on collection and donning and doffing of Personal Protective Equipment (PPE).
- If wearing an N95 respirator mask instead of a PAPR (Powered Air-Purifying Respirator), health care workers must be fit tested to ensure they are adequately

protected. [Click here for COVID-19 fit testing guidance from the U.S. Department of Labor.](#)

- ❑ At a minimum, just-in-time training should be provided to all personnel to ensure they understand their roles, thereby maximizing efficiency of operations and reducing workplace safety risks. It is essential that workers receive training in the donning, doffing, usage and disposal of the PPE they will wear prior to participating in operations.
- ❑ Ensure a worker safety plan is in place. Workers operating in close proximity to moving vehicles are at increased risk of injury. Weather and other adverse working conditions should also be considered. Consider rotating staff to limit the amount of time they are standing; plan adequate breaks for rest, hydration, and nourishment; and provide appropriate PPE and hand hygiene stations.
- ❑ If appointment times are well spaced, one staff member per station may be all that is needed.
- ❑ In planning for staffing, consider all resources available, i.e. school nurses, dental office staff and others not working at the current time as well as Medical Reserve Corps units, Community Emergency Response Team (CERT) volunteers. Contact your local emergency manager to help with staffing needs.
- ❑ One to two staff should be assigned to enter patients tested at drive-through/drive-up COVID-19 specimen collection clinics in EpiTrax as **COVID-19 cases**.

Crowd Management

- ❑ Schedule staff to arrive one to two hours before the clinic opening time. This should be done even though pre-scheduling is being implemented.
- ❑ Establish a process to redirect individuals who are not part of the intended population.
- ❑ Consider the need for security staffing to help direct the flow of traffic and to ensure staff safety.

Clinic Security

- ❑ Require all staff to wear identification cards color coded for their job functions.
- ❑ Consider using uniformed presence to act as security and assist in managing crowds, traffic flow.
- ❑ Employ security personnel to monitor the clinic and communicate deteriorating situations to the clinic manager.

Personal Protective Equipment for Clinic Staff Collecting Specimens

- ❑ Disposable gown
- ❑ N-95 respirator mask or higher
- ❑ Eye protection, i.e. face shield, goggles
- ❑ Gloves

Note: Hand hygiene should be performed between each patient interaction and if

health care worker touches shield or mask.
Go to [KDHE's website for more info on PPE](#).

Specimen Collection, Storage and Shipping guidelines

- For guidance on collecting a nasopharyngeal specimen, [watch this video from KDHE](#).
- Store specimens at **2-8°C for up to 72 hours after collection until shipment**. The **specimen must arrive at KHEL within 72 hours after collection** for the specimen to be valid for testing.
- If a **delay in testing or shipping** is expected, **store specimens at -70°C or below and ship to KHEL using dry ice**.
- Specimens can be shipped in bulk but temperature and time from collection considerations need to be made.
- Include page 2 [of this form](#) with each specimen.
- Here is additional [Guidance for Local Health Departments and Emergency Managers for COVID-19 Specimen Shipping](#).
- Throughout the clinic operation, monitor and ensure specimen storage temperatures are within the range listed above.
- See page 3 of the [KDHE Specimen Collection/Shipping Instructions](#) for more info on shipping to KHEL.

References:

Ascension Via Christi Health Care, COVID-19 shared planning documents, 2020.

ASPR TRACIE Training and Technical Assistance, "[Drive-Through Testing for Infectious Disease](#)," 3/16/20.

Centers for Disease Control and Prevention, "Guidelines for Large-Scale Influenza Vaccination Clinic Planning," https://www.cdc.gov/flu/professionals/vaccination/vax_clinic.htm

Centers for Disease Control and Prevention, "Resources for Hosting a Vaccination Clinic," <https://www.cdc.gov/flu/business/hosting-vaccination-clinic.htm>

City-Cowley County Health Department, "Drive-Up COVID-19 Testing program" protocol, 3/10/20.

Georgia National Guard, "Community-Based Testing Sites" presentation, 2020.

Kansas Department of Health & Environment, COVID-19 materials, <https://www.coronavirus.kdheks.gov/>

Korea Biomedical Review, "[Drive-through facilities allow quick sampling for coronavirus testing.](#)" by Kim Eun-young, 3/27/20.

Linn County Health Department Drive-Thru Testing Plan for COVID-19, 2020.

Medical University of South Carolina, "[Patients who use MUSC Health Virtual Urgent Care offered access to drive-through respiratory specimen collection site.](#)" Photo by Sarah Pack, 3/12/20.

Stormont-Vail Health, COVID-19 shared planning documents, 2020.

Tacoma-Pierce County Health Department, "COVID-19 drive-through testing information," <https://www.tpchd.org/healthy-people/diseases/covid-19-drive-through-testing-information>

University of Washington Medicine, "[UW COVID-19 Drive Thru Clinic AKA 'The CARVID' Clinic](#)" plan," 3/13/20.

Washoe County Health District, "[Example Public POD Drive Through Organization Chart](#)," 4/3/17.

INSTRUCTIONS

While awaiting test results or if you test positive for COVID-19

Please note: KDHE cannot provide lab result.



Go straight home and do not leave your home unless it is in an emergency.

Avoid one-on-one interaction within 6-feet of another person. If possible, separate yourself from other people in your home. Stay in a different room from others and use a separate bathroom, if available.

If you don't have a place where you can stay separate from others, let the local health department know and arrangements can be made to find another place for you to stay.



Your test results will either be available today or within 1 to 2 days.

You must stay away from other people and not go to work until you know your test results. If your test result is positive, then you will need to stay either at home or where the local health department has arranged for you to stay until it has been at least 10 days since you started feeling sick or 3 days with no fever and significant improvement in your symptoms, whichever is longer.

If your test result is negative, then you do not have COVID-19 at this time and you can go back to work.



Monitor your symptoms. Watch for fever, cough or trouble breathing.

If you become ill and need non-emergency medical attention for any reason, call your healthcare provider. Before you seek care, tell your healthcare provider that you are being tested for or are positive for COVID-19. Use a facemask when you go to the healthcare facility. KDHE recommends wearing a mask that fits snugly around the nose, mouth, and chin and has multiple layers of fabric. Alternatively, a thinner disposable mask may be worn underneath a cloth face mask to improve the fit. For more information on the mask guidance visit:

<https://www.coronavirus.kdheks.gov/DocumentCenter/View/441/KDHE-Mask-Guidance-PDF---3-1-21>.

If you are in a medical emergency and need to call 911, notify the dispatch personnel that you are being tested for or are positive for COVID-19. If possible, put on a facemask before emergency medical services arrive.

	<p style="text-align: center;">Make sure you have the supplies and support you need.</p> <p>Arrange for an appropriate caregiver and make sure to avoid direct contact. If possible, try to stock up on necessities like food or water or have it delivered by friends, family, or delivery services. Make sure to keep at least 6-feet apart when accepting deliveries.</p>
	<p style="text-align: center;">Cough or sneeze into the fold of your elbow.</p> <p>Alternatively, cover your mouth and nose with a tissue when you cough or sneeze.</p>
	<p style="text-align: center;">Keep your hands clean.</p> <p>Wash your hands often with soap and water for at least 20 seconds or clean your hands with an alcohol-based hand sanitizer that contains 60-95% alcohol, covering all surfaces of your hands and rubbing them together until they feel dry.</p>
	<p style="text-align: center;">Clean all “high-touch” surfaces every day.</p> <p>High touch surfaces include counters, tabletops, doorknobs, bathroom fixtures, toilets, phones, keyboards, tablets, and bedside tables. Also, clean any surfaces that may have blood, stool, or body fluids on them. Use a household cleaning spray or wipe, according to the label instructions.</p>
<p style="text-align: center;">If you have questions, contact your local county health department or KDHE at 877-427-7317 or kdheks.gov/coronavirus.</p>	

