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NON-CLINICAL SUPPORT STAFF WORKING IN PATIENT CARE AREAS

Summary of April 30, 2020 changes:
- Updated with Enhanced Respiratory Isolation and Standard Precautions terminology

Background

Non-clinical support staff are a vital component of care delivery and the management of clinical operations. For the purposes of this policy, non-clinical support staff include but are not limited to team members in Information Systems, Biomedical Engineering, Buildings and Grounds/Facilities and Engineering who deploy, service and manage devices, systems and infrastructure critical to our organization’s ability to deliver great care to our patients.

Guidance

From time to time, our non-clinical support staff must enter clinical areas, including patient rooms, to assist staff or service items and/or systems installed in these locations. Given disruptions in supply of personal protective equipment (PPE), effective 4/7/2020, the following guidance will apply:

- Non-clinical support staff will not enter rooms of patients on any form of isolation (Strict, Enhanced Respiratory Isolation, Airborne, Contact, Contact Plus, or Droplet).
- As such, they will not require the use of any PPE with the exception of wearing a surgical or procedural mask per the Universal Mask Policy.
- If there are needs identified within patient care rooms of patients on any form of isolation, non-clinical support staff will work with unit leadership to identify solutions that meet the needs without requiring entry into the room. In the rare circumstance where there is need of a service to meet immediate patient care need and there is no alternative to delivering that service that can be identified by unit leadership, the minimum necessary non-clinical support staff may enter the room with appropriate PPE by exception. Otherwise, non-clinical support staff can enter patient rooms once the patient has been discharged and the room has been cleaned. This includes allowing for sufficient air exchanges in rooms that were in use as Airborne Infection Isolation Rooms.
- Non-clinical support staff will continue to work in patient rooms where patients are on Standard Precautions.

This policy or guidance document was developed based on currently available published guidance, in the setting of available supplies and clinical situations at our institutions. Decisions are made collaboratively and are based on ongoing risk-assessments of the evolving COVID-19 pandemic. This policy or guidance document represents the best recommendations as of April 30, 2020, will be reviewed regularly, and is subject to change as the situation evolves.
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