



## **COVID-19 – REFERRAL AND TESTING PROTOCOL**

**April 27, 2020**

The City of Oakland will launch the next phase of its pop-up COVID-19 testing. The City of Oakland continues to coordinate with Brown & Toland Physicians (BTP) to operate pop-up testing for all City of Oakland employees. As conditions change, these guidelines are subject to change.

1. **Referral Steps for COVID-19 Testing**: Call the City of Oakland Reporting Line. It is essential that the employee contact the numbers below, not a Department Infection Control Officer (DICO), supervisor, manager, or Director. If there are questions about the need for a referral, please contact Risk Management who can assist. There will be a separate selection setup for City of Oakland Fire Department Exposure Reporting, City of Oakland Police Department Exposure Reporting, and all other City Departments.
  - City of Oakland Fire Department
    - Call from employee: 877-247-5431, press 2
    - Call from FD Dispatch: 510-250-7791
  - City of Oakland Police Department
    - Call from employee: 877-247-5431, press 3
  - City of Oakland - Other Departments
    - Call from employees: 877-247-5431, press 4
2. Encompass will take a report from the employee if one has not already been initiated. Following, a CarivaCare Report will be generated by Encompass. If approved, the employee will be transferred to a BTP representative for scheduling the COVID-19 test.
3. **Eligibility for COVID-19 Testing**:
  - *If the employee is symptomatic with a known confirmed exposure,* Encompass will refer employees to BTP Hotline to schedule an appointment for testing. If a referral is received outside of BTP operating hours, Encompass will refer employees to the nearest medical facility for testing. After the testing, the employee should follow the guidance of the County Public Health Department and their personal physician. For updated City guidance on Alameda County Public Health Department's

isolation/quarantine recommendations and/or return to work, please consult Oakland Employees' COVID-19 FAQs on the City's website.

- *If the employee is symptomatic*, Encompass will refer employees to a dedicated BTP Hotline schedule appointment for testing. If referral is received outside of BTP operating hours, Encompass will refer employees to the nearest medical facility for testing. After the testing, the employee should follow the guidance of the County Public Health Department and their personal physician. For updated City guidance on Alameda County Public Health Department's isolation/quarantine recommendations and/or return to work, please consult Oakland Employees' COVID-19 FAQs on the City's website.
- *If the employee is asymptomatic but had confirmed exposure 4+ days ago without wearing the Department's required Personal Protective Equipment (PPE)*, Encompass will refer employees to a dedicated BTP Hotline to schedule an appointment for testing. If referral is received outside of BTP operating hours, Encompass will refer the employee to the nearest medical facility for testing. After the testing, the employee should follow the guidance of the County Public Health Department and their personal physician. For updated City guidance on Alameda County Public Health Department's isolation/quarantine recommendations and/or return to work, please consult Oakland Employees' COVID-19 FAQs on the City's website.
- *If the employee is asymptomatic but had confirmed exposure wearing the Departments required PPE*, Encompass will document the interaction and take a report. The employee may **voluntarily** request a COVID-19 test. Should they choose to test, the employee should follow the guidance of the County Public Health Department and their personal physician. For updated City guidance on Alameda County Public Health Department's isolation/quarantine recommendations and/or return to work, please consult Oakland Employees' COVID-19 FAQs on the City's website.
- *If the employee previously tested positive for COVID-19 and needs to retest per a physician's recommendation, per County Public Health guidelines, and/or to return to work*, Encompass will refer the employee to a dedicated BTP Hotline to schedule an appointment for testing. After the testing, the employee should continue to follow the guidance of the County Public Health Department and their personal physician until the COVID-19 test results are received. If negative, the employee must contact their supervisor/manager, chain of command or Risk Management for return to work instructions.
- *If an employee is asymptomatic but wants to have a COVID-19 test*, Encompass will refer the employee to a dedicated BTP Hotline to schedule an appointment for testing. Should the employee choose to test, the

employee should follow the guidance of the County Public Health Department and their personal physician. For updated City guidance on Alameda County Public Health Department's isolation/quarantine recommendations and/or return to work, please consult Oakland Employees' COVID-19 FAQs on the City's website.

4. The City, Encompass, and BTP will prioritize testing for those who are symptomatic, asymptomatic with a confirmed exposure without wearing required PPE, and/or require a negative test to return to work. Asymptomatic employees or asymptomatic employees wearing full PPE who voluntarily choose to have a COVID-19 test may experience a delay in receiving an appointment to test.

5. Report and treatment authorization to be sent to BTP (or the applicable health facility), and the Department's DICO, if applicable, with instructions specific to compliance with the [Ryan White Act](#).

6. A report may also be sent to JT2 for claims setup and a specific distribution list setup for exposures. Mariotto Resolutions will be copied on reports for Oakland Police Officers Association (OPOA) members only.

7. **BTP Testing Operating Hours:**

Monday-Saturday: 9:00 a.m. - 4:30 p.m.  
Closed Sunday

8. **Scheduling Protocol:** BTP will operate its scheduling system to triage and schedule individuals to various testing sites. A dedicated BTP Hotline has been established that will be provided to Encompass to share with City of Oakland employees who meet these Testing Guidelines. Employees will call the BTP Testing Hotline where they will identify themselves as a City of Oakland employee. BTP will ask for their City of Oakland Reporting Line Call ID, their personal identification, as well as insurance information. They will then be given options for scheduling an appointment at the Oakland Fire Training Division Drive-In Testing Site.

9. **Drive-Through Protocol:** After receiving confirmation of their appointment, the City of Oakland employee will arrive at the Oakland Fire Training Division Testing Site (or other dedicated site) and upon arrival they will be "checked in" to verify their appointment and confirm any information discrepancies, including confirming proof of insurance.

They may have their temperature taken through non-invasive methods should it be deemed appropriate by the medical staff. They will then be swabbed for the COVID-19 testing. Testing results are not instantaneous and could take anywhere from 2 - 5 days to be processed and results returned.

All engagement with City of Oakland employees will be managed without having them exit their vehicles, wherever possible. This is preferred to maintain the safety of BTP medical and other onsite teams by minimizing unintended exposure.

10. **Walk-Up/Walk-In Protocol:** Walk-up/walk-in visits should be discouraged as appropriate triaging prior to arriving on site is highly preferred and will help to manage exposure risks to staff. If a walk-up City of Oakland employee arrives at the site, they will be asked to call the City of Oakland Reporting Line, to develop a tracking number. Walk-up first responders may require additional time to appropriately triage, collect personal information, insurance information and then perform testing. This will take time away from scheduled appointments which will be prioritized, meaning there may be additional wait times for anyone that is a walk-up/walk-in.

A separate, sheltered waiting area will be established with seating for patients and arranged six (6) feet apart to comply with social distancing protocols and requirements.

After a walk-up/walk-in patient completes their testing, they may be instructed to return home to remain isolated or asked to check in with their supervisors for direction. Testing results are not instantaneous and could take anywhere from 2 - 5 days to be processed and results returned.