



COVID-19: Approach to Infection Control in Outpatient Setting Using Information Technology

C.T. CHAO, L.T. WANG, L.H. LU, M.L. FANG, L.C. CHEN, S.Y. HUANG
Nursing, Far Eastern Memorial Hospital, New Taipei City, Taiwan

Objective

There are about 6,500 outpatient visits per day in our institution. In order to reduce the risk of COVID-19 transmission among medical staff in outpatient settings, as well as to build up self-confidence and capability in COVID-19 infection control, we incorporated information technology (IT) strategy into our management mode of outpatient service.

Methods

We started to employ IT strategy in our outpatient infection control since March 1, 2020. Visitors were encouraged to add our LINE official account as a friend. Measures that we had taken included:

- 1. Strict entrance control:** Travel history was confirmed by reading national health insurance cards, and designated gates were used to control the flow of visitors.
- 2. Real-name registration:** Full history of travel, occupation, contacts and clusters (TOCC) of all visitors were collected either using paper or electronic questionnaires as found in our LINE official account. Fever screening was compulsory before entry. Written data were later kept as electronic records for future reference.
- 3. Telemedicine:** Both video and phone appointments were available for remote access of healthcare services.



Add LINE official account



Strict entrance control



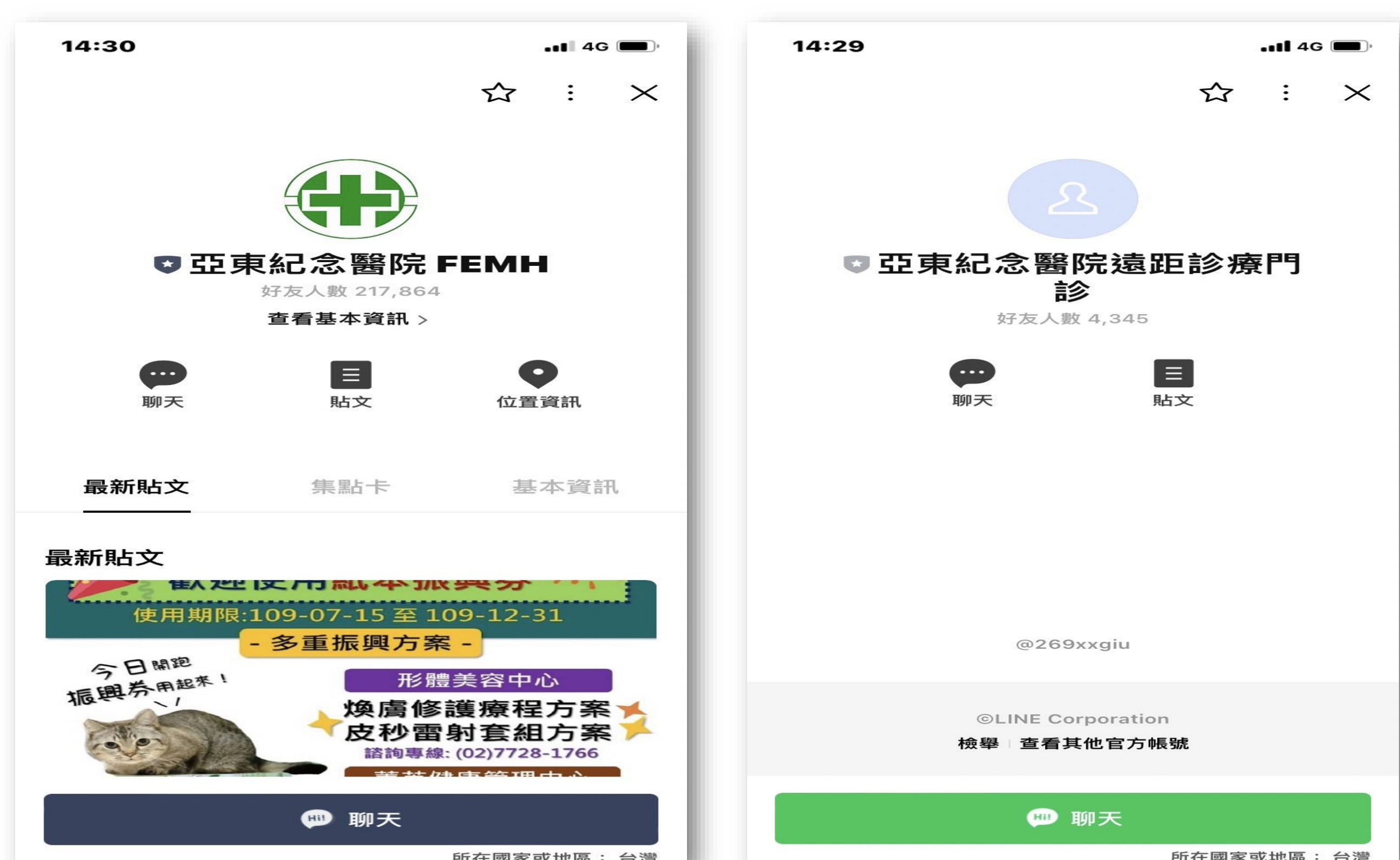
Real-name registration



Telemedicine

Results

The implementation of entrance control, real-name registration and electronic TOCC had markedly increased the number of followers of our LINE official account, from 1,200 to 54,000 followers within 3 months. The satisfaction survey of medical staff on the incorporation of IT strategy into COVID-19 infection control reached a score of 4 or 5 out of 5. Besides, we also had an improvement of Google rating from 2 to 5 stars.



Conclusions

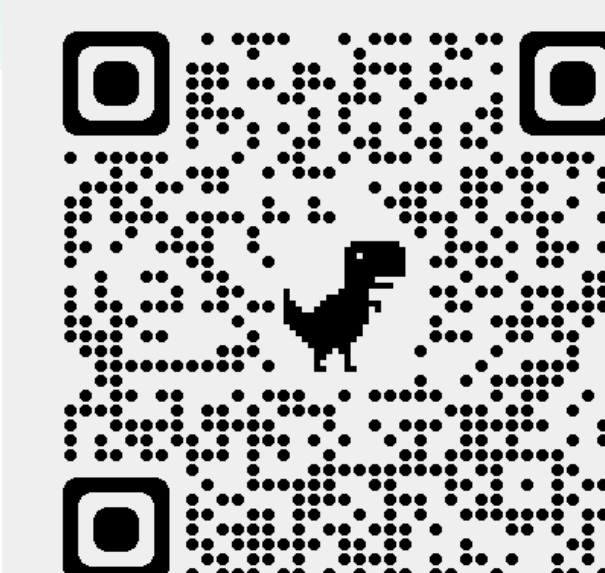
Infection prevention and control poses a challenge to healthcare facilities worldwide. Incorporation of IT and smart healthcare ensure a strict access control. In order to optimize infection control measures, our institution has set up a disease prevention center on the intranet. Updated information is distributed via conference and LINE groups. The utilization of rolling-wave planning method and IT strategy in the management mode of outpatient service not only protects medical staff from nosocomial infections, but also ensure high quality patient care.

Keywords:

Information Technology, Outpatient COVID-19, COVID-19 epidemic prevention



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