

Protocol: Burn Clinic Telemedicine Triage during COVID-19

Category: Clinical Practice
 Approval Date: 4/3/2020 CMT
 Review Date: 9/1/2020

Applicable to							
<input checked="" type="checkbox"/> VUH	<input checked="" type="checkbox"/> VCH	<input type="checkbox"/> DOT	<input type="checkbox"/> VMG Off-site locations	<input type="checkbox"/> VMG	<input type="checkbox"/> VPH	<input type="checkbox"/> Other	
Team Members Performing							
<input type="checkbox"/> All faculty & staff	<input checked="" type="checkbox"/> Faculty & staff providing direct patient care or contact	<input checked="" type="checkbox"/> MD	<input checked="" type="checkbox"/> House Staff	<input checked="" type="checkbox"/> NP/PA	<input type="checkbox"/> RN	<input type="checkbox"/> LPN	
<input type="checkbox"/> Other:							
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- I. Outcome Goal: Triage of burn outpatients to telemedicine vs. in-person visits
- II. Setting: Burn outpatient clinic during public health emergency related to COVID-19, all patients will be screened by the PSR prior to making an appointment and at entry to the hospital per VUMC policy
- III. Patient Population:
 1. Patients to be evaluated in-person in burn clinic; one asymptomatic visitor may accompany the patient per VUMC policy:
 - a. All new burns referred through the access center and triaged to clinic by the on call attending surgeon
 - b. Any patient who calls with verified concern for infection of burn wounds, verified by photo review
 - c. Initial clinic visit post discharge from the hospital, includes all post-operative visits (unless deemed appropriate for telemed visit by attending burn surgeon)
 - d. New walk-in clinic visits (strongly discouraged, likely to be rare given restrictions on entering the hospital)
 2. Patients to be evaluated via store-and-forward photo review combined with telephone visit, aka telemedicine visit:
 - a. Follow up visits that have had initial visit in burn outpatient clinic
 - b. Follow up visit post discharge that are deemed appropriate for a telemed appointment per attending surgeon
 - c. Patients calling before their scheduled appointment with a concern for infection
 - d. Patients who have requested to have telephone visits during the COVID-19 public health emergency
 - e. Any patient who has screened positive for fever, cough, or COVID-19 exposure

IV. Treatment for Burn Clinic Patients

1. In-person clinic appointments will be conducted per clinic standard of care including management of wound care, pain control, psycho-social and therapy needs. We will set up a telemed visit for follow up appointments as needed.
2. Telemedicine visits to be done with appropriate patients. Patients are instructed by the PSR or clinic RN to send updated wound photos to vandyburnpics@vumc.org. Photos to be uploaded to patient's chart and reviewed by clinic provider. Patients are called during scheduled appointment time. Visit to start will a verbal consent for care and will include HPI, review of systems, discussion of the provider's assessment of the wounds, and a plan made jointly with provider and patient. All scripts will be sent electronically to the patient's pharmacy. Wound care supplies will be obtained by the patient. Alternatives will be given if the patient cannot find the prescribed supplies. Custom compression garments will not be prescribed at this time, but OTC garments can be recommended.
3. Plans will include updated wound care recommendations, pain management recommendations and identify any outpatient therapy needs.
4. Availability of PT and OT telemedicine visits is pending, will update protocol as new information becomes available.