

Updated 4.29.20

1. What is changing with the screening process?

Our screening is in keeping with Governor Carney's State of Emergency [orders](#). As of 8 a.m. on April 28, 2020, we will be making the following changes:

- We will assess for additional atypical symptoms.
- We will have screeners at Avenue North, employee entrance near Parking Lot F.
- We will take temperatures in addition to the Twistle or paper form assessment at locations where there are large numbers of caregivers.

2. Why are there changes to the screening process?

To continue to protect our caregivers, patients and visitors, we are making these updates to our screening process. We continue to learn about COVID-19 and are following the constantly evolving guidance from both the Centers for Disease Control (CDC) and our Governor.

3. What entrances are we allowed to use for the screening?

Screenings will now be done at these additional sites: Avenue North and the employee entrance near Parking Lot F. At this time, other employee entrances are:

Christiana Hospital

- Ferguson Parking Lot entrance
- Employee Entrance to the right of the main ED entrance
- MAP I Corridor prior to entering the hospital from Map 1 or Map 2 entrances
- Women and Children's staff entrance in the new building

Wilmington Hospital - Gateway entrance.

Middletown Emergency Department – Delivery entrance.

Helen F. Graham Cancer Center & Research Institute – Staff entrance

Outpatient, Administrative and All Other Service Locations (such as Concord Health Center, PMRI, Ambulatory Testing/Diagnostic sites, Finance, etc.)

Complete the screening questions through Twistle. If "All Clear" proceed to designation; if you get a "Do Not Enter" or answer "Yes" to any of the questions – do not enter the building. Call Employee Health and send a message to the Department Chair.

4. Why are we being asked about other symptoms as part of the screening?

We continue to learn about COVID-19 and are following the constantly evolving guidance from both the Centers for Disease Control (CDC) and our Governor. Vomiting or diarrhea, loss of taste or smell, and body aches are atypical symptoms but may be associated with COVID-19, so we are asking about them now.

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5. Why are temperatures being taken now as part of the screening?

As part of the screening process, we will take temperatures at locations where large volumes of staff may create increased risk of exposure. We will continue to evaluate additional measures and sites as necessary based on guidance from the CDC and the Delaware Department of Public Health.

6. What locations will be taking temperatures?

As part of the screening process, we will take temperatures at locations where large volumes of staff may create increased risk of exposure. This includes the designated employee entrances at the following:

- Newark Campus: Christiana Hospital and Helen F. Graham Cancer Center & Research Institute.
- Wilmington Campus: Wilmington Hospital.
- Middletown ED.
- Avenue North.

7. How are temperatures being taken?

Temperatures will be taken with a No Touch Infrared Thermometer.

8. This will take a lot longer, won't it?

We've done our best to make the process as efficient as possible. You can help expedite the process by completing the screening in advance via Twistle or on paper. Please complete this before coming to the entrance. Please be aware that times will also vary by location, entrance and arrival time. We thank you for your patience and cooperation.

9. Are there changes to the Twistle and paper form process?

No. Essentially the process is the same.

10. What does the caregiver screening entail?

The screening includes a brief survey that asks if you have a fever or chills, a new cough, new shortness of breath, a new sore throat, vomiting or diarrhea, new loss of taste or smell, or body aches. At the hospitals and other ChristianaCare facilities that have large numbers of caregivers, temperature screening is also included.

This survey is done using the secure Twistle texting method. If you do not have access to a smartphone, or if you are unable to complete the survey on your phone, a verbal screening can be completed at sites where designated screening is being completed. A paper form that must be completed in advance of arrival at your designated work location is also acceptable.

The survey should be completed no more than an hour prior to entering the facility.

Survey results will indicate whether you can enter the facility or not. You will be required to display your cellphone or paper results at a designated screening entrance.

11. What does "All Clear" mean?

This means you can proceed to your destination.

12. What does “Do Not Enter” mean?

If you do not pass the screening, you will receive a “Do Not Enter” message, and you will not be allowed to enter the building. Call Employee Health at 302-733-1512, Option 7 and send a message to the Department Chair.

13. What do I do if I have trouble with Twistle?

Be prepared to do a verbal screening at the door. You can call the IT support line at 302-327-3637. *(See below for more information on Twistle.)*

14. What do you mean by “do I have a fever?”

This means that you've felt like you've had or have a fever OR you measured your temperature and it was 100 degrees Fahrenheit or higher.

15. I typically run a low-grade fever all the time. Does this mean I cannot enter the facilities?

Average normal body temperature is 98.6 degrees Fahrenheit, but some variability exists. If you believe your temperature routinely runs 100.0 degrees or higher, please contact Employee Health to discuss.

16. I typically run a low temperature all the time, so if my measured temperature is 99 degrees Fahrenheit, I consider that a fever for me. Should I say “yes” for fever in the screening tool?

Average normal body temperature is 98.6 degrees Fahrenheit, but some variability exists. For the purposes of this screening, you only need to say “yes” to fever if you either felt feverish, or your measured temperature was 100 degrees Fahrenheit or greater. A temperature of 99 degrees Fahrenheit, if you feel fine, is not considered a fever for this purpose.

17. Sore throats seem to be common this time of year due to allergies. Does this mean I cannot come to work now?

If you have a **new** sore throat, you will not be able to enter the buildings until you **call** Employee Health Services at 302-733-1512, Option 7, and they evaluate your symptom. (Do not **go** to Employee Health.)

18. Are there reasons I could be exempt from the screening?

There are no exceptions to the screening process. This includes caregivers who may be self-isolating in a hotel, those who previously tested negative for COVID-19, who work in smaller facilities or office/non-clinical settings or who have recovered from the virus.

19. What if I'm already enrolled in the active symptom monitoring program?

You should complete your active symptom monitoring program screening no sooner than one hour prior to the start of your shift. Show your “All Clear” at the entrance.

20. What if I don't have a smart phone, tablet or mobile device?

If you do not have a smart phone, tablet or mobile device, you can fill out the survey on a paper form. If you are able, please print the paper form and bring it with you completed. If you don't bring the completed form, the entrance screener will do a verbal screening with you at the entrance. Based on your answers, the screener will determine if you are able to enter the building.

21. How long is the screening result in effect?

The result is good for the day and can be found in the message section of the app. Even if you go to another facility, simply show the screener your "All Clear" message from that day. If you used a paper form you should keep that with you for your entire shift.

If you enter a ChristianaCare facility the next day, you will need to complete the survey again either via Twistle or another paper form.

22. What if I forget to bring a cell phone or paper form?

Screeners will do a verbal screening at the entrances. Remember, you will be required to complete the screening before being allowed to enter the building.

23. Do I need to use the designated entrances to exit the building?

At this time, you can exit the building using any door. We ask that you remain vigilant for those trying to enter the building as you exit to prevent "tailgating."

Please see next page for Twistle-related information

Twistle-related information

Complete screening survey using Twistle on your cell phone within one hour before the start of your shift.

Open the camera on your phone to scan the QR code (right).

You'll get a message at the top. Hit that message and it will automatically give you a text message that says COVID. Hit send and you will get a reply text to complete the survey.

1. You will receive a response text with a link.
2. Click on that link. A Twistle survey will open.
3. Answer survey questions and click submit. Wait for a response with your status.
4. If all responses are "**no**," you will receive an "All Clear" message.
5. Show your "All Clear" to the screener on entry.
6. If any answers are "**yes**," will receive a "Do Not Enter" message. You will not be allowed to enter the building and will need to contact the Department Chair to relay that you did not pass the screening. The Department Chair will direct you on next steps.



OR text COVID to
833-453-0095.

1. Should I download the Twistle app?

No, you should not download the Twistle app. If you already have the app on your phone and are not actively using the app, IT suggests deleting the app from your phone.

2. How fast will Twistle work?

We strongly recommend you complete the survey prior to arrival at the door, but no more than an hour prior to beginning your shift.

3. If I don't get a response back, should I just take the survey again?

No. Please do not complete the survey multiple times. Please wait patiently. We strongly recommend caregivers complete the survey prior to arrival at the door, but no more than an hour prior to beginning your shift.

4. I'm having technical issues with Twistle. Who do I contact?

If you experience technical issues, please use the paper form or verbal screening. After entering work or returning home, complete an IT web ticket or call the IT support line at 302-327-3637.