

Drive-thru primary care

Tips and considerations

Updated 05/07/2020



Why do it? Drive-thru primary care allows healthy people to continue receiving primary care services in a way that is safe and convenient, while maintaining physical distance.

Potential drive-thru services

- Limited physical exam (HEENT)
- Vitals (blood pressure, heart, lungs)
- Vaccines for adults
- Vaccines for children
- Fingerstick HbA1c
- Blood draws (e.g., INRs)
- MAT
- Oral fluid testing
- Other injectable medication (e.g., birth control)
- Pharmacy refill pick-up
- Flu, strep throat and COVID-19 testing
- Future mass vaccination for COVID-19

Setup

- Identify staff involved:
 - Registration staff
 - Runner staff to bring supplies from inside the clinic to the parking lot
 - Primary staff performing services:
 - Medical assistant
 - RN
 - Clinical pharmacist
 - Provider
 - Discharge staff
 - Medical and administrative oversight
- Scheduling :
 - Utilize appointments to manage the volume of individuals and prepare for the specific patient needs.
 - Consider scheduling a telemedicine hybrid visit (e.g., telemedicine visit with PCP first, drive-thru clinic for vitals, vaccines, etc.).
 - Incorporate online/phone screening to assess patient risk of COVID-19.
 - Additional information to get from patient:
 - Do they need a work letter?
 - Car make, model and license plate number
- Check-in process:
 - Call or text staff inside the clinic to let them know the patient has arrived.
 - Collect co-payment, if applicable.
 - Notify staff of the car's make and model, or utilize a parking space number system.
 - The runner can alert staff inside the clinic that the patient has arrived so they can prep the supplies for the appointment (labels, vaccines, etc.).
- Discharge:
 - Review any follow-up instructions from the provider.
 - Send the after-visit summary (AVS) electronically through the Member Portal, if possible.

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Considerations for implementation

- PPE
- Space/parking lot
- Signage
- Technology (e.g., laptop, tablet, telephone)
- Tents for patient privacy and to protect health workers from weather
- Appropriateness of drive-thru setting for your patient population (e.g., a child's temperament for vaccine administration)
- Telephone interpretation for members who speak a language other than English
- Transportation (for patients without access to a car, will you set-up a walk-through station?)
- Billing: Remains the same as when services are provided inside the clinic.

Additional resources

- AAP:
services.aap.org/en/pages/covid-19-clinical-guidance-q-a/
- CDC:
cdc.gov/coronavirus/2019-ncov/hcp/pediatric-hcp.html
- Pediatric ambulatory services AAP:
services.aap.org/en/pages/2019-novel-coronavirus-covid-19-infections/guidance-on-providing-pediatric-ambulatory-services-via-telehealth-during-covid-19/
- Drive-thru clinic started in Hazard, Kentucky:
wymt.com/content/news/Drive-thru-clinic-to-help-comply-with-social-distancing--568935981.html
- Drive-thru triage template from Santa Clara PH:
acep.org/globalassets/new-pdfs/drive-throughfulltemplate.pdf

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Sample drive-up POC testing workflow

