

*10 Best Practices for Visitor
Management Learned from
COVID-19*



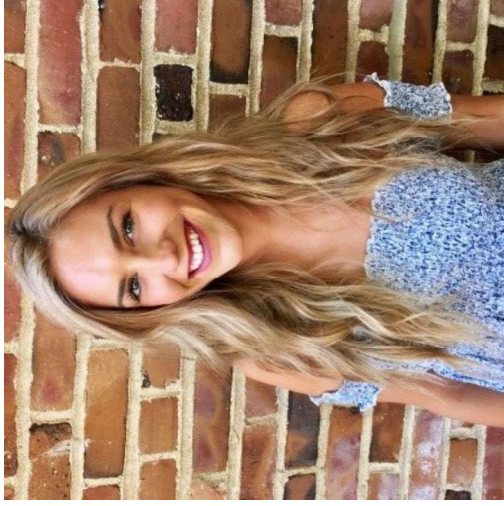
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Today's Presenters

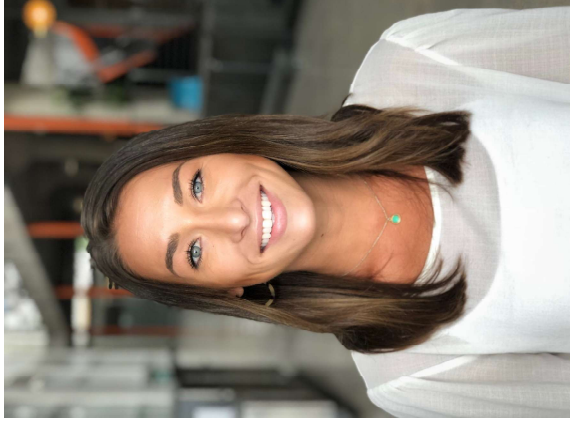
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Agenda

Review the 10 Visitor Management Best Practices STOPware has learned from the COVID-19 Pandemic

1. Manage Patient Restrictions
2. Policy Enforcement for Restricted Access Mandates
3. Data Collection for Contact Tracing
4. Visitor Communication and Screening Policies
5. Understand the Importance of Visitor Reporting
6. Enhanced Access Control for Complete Visit Audit Trail
7. Consider Advanced Badging Options
8. Begin Badging the Outpatient Visitor Population
9. Institute Visitor Pre-Registration and Pre-Approval
10. Enable Visitor Self-Registration Workstations

New Features, Trends & Product Roadmap

Q&A



Manage Patient Restrictions

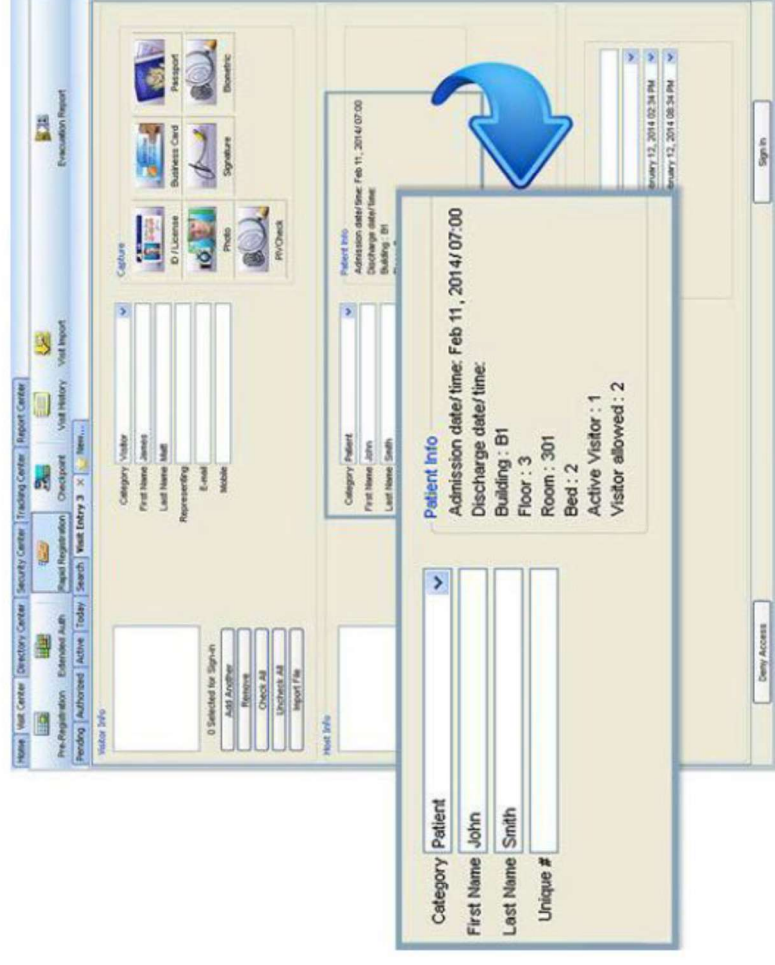
- PassagePoint allows you to create as many internal watchlists as needed to manage Patient Restrictions.
 - **BEST PRACTICE**
 - Create a watch list of “Coronavirus Quarantined Patients”
 - Determine where and how this list will be updated (manually or scheduled import)
 - Determine what you want to happen when a person registers to visit a Quarantined Patient
 - Create a rule to “not allow visitors” to any patients on this list
 - Send an automatic notification to internal staff and/or create a customized pop-up message regarding how to handle any Visitors to these Quarantined Patients
- Customers can also enable Patient Restrictions through PassagePoint’s HL7 integration.

The screenshot displays a software interface for managing patient restrictions. On the left, there are input fields for 'Category' (set to 'Patient'), 'First Name' (JAMES), and 'Last Name' (PATIENT). A dropdown menu is open, showing 'PATIENT, JAMES' selected. Below this, there are fields for 'Info Type' (Deny Access), 'Start Date' (08/09 03:10 PM), and 'End Date' (12/31 03:10 PM). A 'Notes' field contains the text 'NO VISITORS ALLOWED'. At the bottom right of the dialog, there is an 'OK' button and a '1 of 1' indicator.



Policy Enforcement for Restricted Access Mandates

- With PassagePoint you can enforce corporate policies to ensure staff adheres to new COVID-related mandates
 - **BEST PRACTICE**
 - Create policies for the following:
 - # of Visitors allowed in each unit
 - length of time a Visitor can stay in unit
 - hours they can visit
 - These configurations can be based on location or unit and once limit is reached PassagePoint can block any additional Visitors
 - Override feature is also available:
 - For Example: end of life situation, reception can enter a password for override to allow all loved ones to visit the patient - this may not be applicable for COVID-19 patients, but a great feature for other situations



Data Collection for Contact Tracing

- The CDC recommends that you “Trace and monitor contacts of infected people so you can notify them of their exposure in order to support the quarantine of contacts.”
- PassagePoint’s customization tools can allow you to create special fields for capturing additional Visitor information for “Contact Tracing”
- Information collected is essential should you need to contact the Visitor in regards to being in contact with an infected individual

- **BEST PRACTICE**

- Some examples for personal data to collect include:
 - Cell phone number
 - Email address
 - Visitor photo
 - Country of origin

A screenshot of the PassagePoint Global v10 web application. The interface is a web browser window with a navigation menu at the top including Home, Visit Center, Directory Center, Security Center, Trading Center, Report Center, Pre-Registration, Pending / Authorized, Extended Auth, Today, Visit Entry, Rapid Registration, Checkpoint, Visit History, and Evacuation Report. The main content area is divided into several sections: "Visitor Info" with a "0 Selected for Sign-In" status and buttons for "Add Another", "Remove", "Check All", and "Uncheck All"; "Category Visitor" with fields for First Name, Last Name, Cell Phone #, Country of Origin, and E-mail; "Host Info" with fields for Category, Employee, First Name, and Last Name; "Contact Info" with fields for Phone and Area; "Visit Info" with a "Print Badge" checkbox, "Badge Design" dropdown, and "Valid Thru" date/time; and "Other Contact Information" with a "Deny Access" button and a "Sign In" button.

Visitor Communication & Screening Policies

- Configure your visitor management system to:
 - (1) provide clear communication of current policies during this crisis
 - (2) configure your workflow to prompt visitors to answer screening questions related to recent travel and current health status
- **BEST PRACTICE**
 - Some things you may want to know before granting visit permission:
 - Have you traveled outside the US?
 - Do you have a fever?
 - Have you been in contact with an infected person?
 - Number of days you've been Quarantined?

The screenshot shows a web-based visitor management system. A blue arrow points to the 'Visitor Info' section, which contains a list of red bars representing visitor information. The interface includes fields for 'Category/Visitor', 'First Name', 'Last Name', 'Country of Origin', 'Any travel outside of the US?', 'Do you have a fever?', and 'Any contact with infected person?'. There are also sections for 'Host Info', 'Contact Info', and 'Visit Info'.



Understand the Importance of Visitor Reporting

- PassagePoint has over 30 standard reports as well as a Custom Report Builder.
- Customers are utilizing these reports to identify “visitors at risk” due to their whereabouts during their visit.
 - **BEST PRACTICE**
 - A PassagePoint customer that uses the HL7 integration for real-time patient tracking was able to generate a very useful Visitor Report in connection with the coronavirus. After a patient tested positive for the coronavirus, this PassagePoint user ran a report which showed not only who visited the recently diagnosed patient, but also all visitors who visited that particular unit while this infected patient was present. Thus, isolating the list of visitors to contact about possible contamination and quarantine.

The screenshot displays the 'Evacuation Report' interface in PassagePoint Global v10. The interface is divided into several sections:

- Table 1: Visitor Information**

Event Type	Transaction Time	Visitor Last Name	Visitor First Name	Description	User
Category-Changed	03/09 12:20 PM	MARLE	SARA	Person Category Change...	admin
Sign-In	03/09 12:21 PM	MARLE	SARA	Signed in through clients...	admin
	03/09 12:54 PM	Test	Bob	Signed in through clients...	admin
	03/10 09:34 AM	MARLE	SARA	Signed in through clients...	admin
	03/12 01:20 PM	MARLE	SARA	Signed in through clients...	admin
	03/20 09:46 AM	MARLE	SARA	Signed in through clients...	admin
	03/24 02:30 PM	TEST	JANE	Signed in through clients...	admin
	03/26 02:34 PM	MARLE	SARA	Signed in through clients...	admin
Sign-Out	03/09 12:21 PM	MARLE	SARA	Signed out via Barcode Scan	admin
	03/10 08:35 AM	MARLE	Bob	Auto signed out	
	03/10 02:46 PM	MARLE	SARA	Auto signed out	
	03/12 08:39 PM	MARLE	SARA	Auto signed out	

- Step #1: Select report** (Dropdown menu with 'Audit Report' selected)
- Step #2: Select filter** (Form with 'Description' field and 'Transaction Time' range: From: 03/01, To: 03/31)
- Step #3: Select type** (Radio buttons for 'Total Count Report', 'Detailed Report', 'Summary Report', 'Graphical Report', and 'Preview Report' (selected))
- Export Actions:** Print, Text Export, Email Report, HTML Export, Save as PDF, Chart Report, Create Scheduled Task's Report



Enhanced Access Control for Complete Visit Audit Trail

- Customers are adding additional perimeter access points, as well as integrating PassagePoint with their access control system for additional security
 - **BEST PRACTICE**
 - Use a QR code or barcode printed on your Visitor badge
 - Access can be granted or denied based on Customer preference
 - Permission can also be determined based on Visitor category or destination.

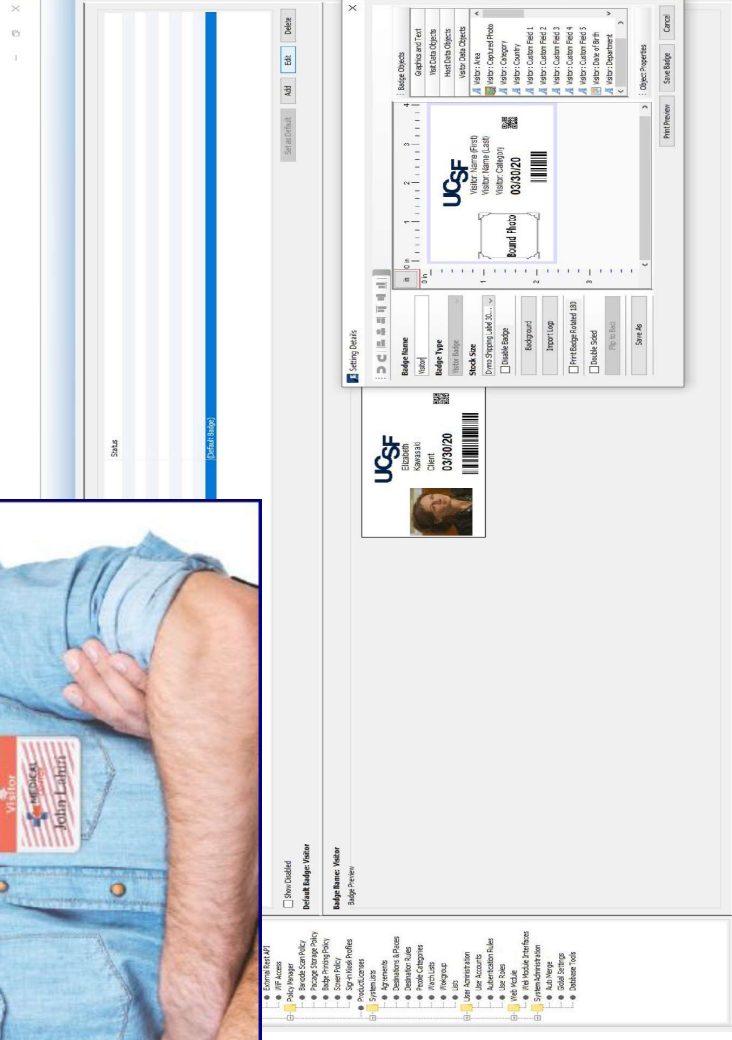


Visitor badge with QR Code

Example of PassagePoint's Audit Trail Reporting Capabilities

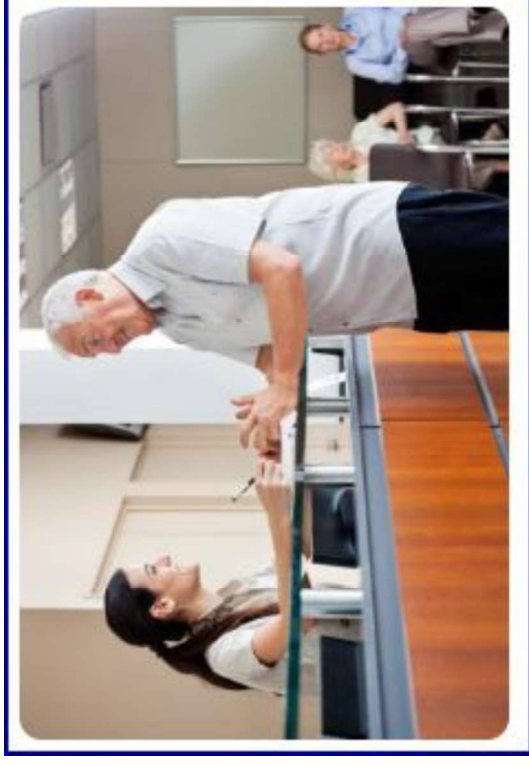
Consider Advanced Badging Options

- **BEST PRACTICE**
 - Use self-expiring badges to force people to get a new badge every day. The color change that occurs upon expiration is more obvious for security to read than a date printed on badge.
- **OTHER BADGING OPTIONS TO CONSIDER**
 - Using the PassagePoint Badge Designer, you can create different badge designs by type of Visitor
 - Contractors
 - Visitors
 - Outpatients
 - Color-coding and self-expiring are big trends to consider when badging Visitors



Begin Badging the Outpatient Visitor Population

- Scheduled outpatient appointments can be pushed to PassagePoint through the HL7 interface
 - **BEST PRACTICE**
 - E-visit pass can be sent to the Patient with a barcode for quick sign-in and enhanced visitor experience
 - Streamline COVID testing process
 - Example: Doctor advises patient to be tested, when this appointment is scheduled in the hospital's patient information system, the outpatient information will be sent to PassagePoint for easy check-in at COVID staging area



Institute Visitor Pre-Registration and Pre-Approval

- Allow your employees to manage visitors remotely via the web to pre-register visitors prior to arriving on premises.
 - **BEST PRACTICE**
 - PassagePoint has an optional Approver Process that can be implemented so management can monitor and approve or reject any visit requests
 - Advanced approval processes can also aid in the control of the number of visitors allowed per site per given time period

STOPware
The Visitor Management Solution

Welcome Approver

PRE-REGISTER GROUPS ALL PAST VISITS PENDING APPROVALS

Approve / Reject Visitor

DEMAIL LIST SEARCH

VISITOR INFORMATION

First Name: Paul
Last Name: Paul
Company Name: STOPware, Inc.
Mobile Number: [Empty]
Last Name: Paul
Category: Visitor
Email: paul@stopware.com
Touchscreen: [Empty]
Visitor: [Empty]

CITIZENSHIP INFORMATION

Nationality: United States
Documentation: [Empty]
Classification: [Empty]

HOST INFO

*First Name: [Empty]
*Last Name: [Empty]
SEARCH HOSTS

VISIT INFO - Single Visit

*Start Date: MAR 31 2020 10:45 AM
*End Date: MAR 31 2020 11:59 PM
Purpose of Visit: Meeting
Qualifications: Executive Offices
Arrival Instructions: NO PHOTO REQUIRED
Approval/Rejection Comments: [Empty]

OTHER HOSTS

Other Hosts: [Empty]
ADD ANOTHER REMOVE

Special Instructions: Please escort Paul to my office when he arrives.

APPROVE REJECT



Enable Visitor Self-Registration Workstations

- Reduce risk by using self-service kiosk options
- Avoid interaction with a physical person
 - **BEST PRACTICE**
 - PassagePoint has a kiosk mode that can be enabled on a regular PC, Windows tablet or All-in-one computer quickly and easily. This allows for more visitor registration workstations without the need for more staff involvement.



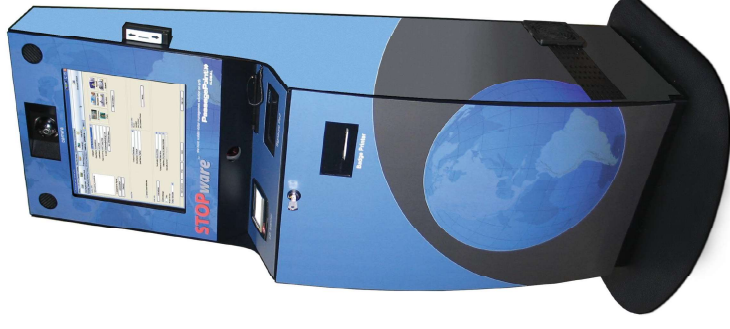
Desktop Mounted Kiosk



Cyprus All-in-One Solution



Handheld DT Tablet

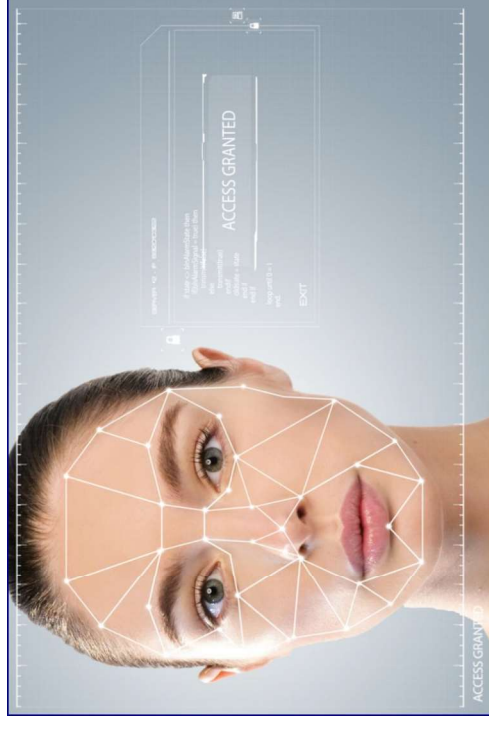


Stand Up Kiosk with Custom Graphics



New Features, Trends & Product Roadmap

- New features coming soon! (ETA May 15, 2020)
 - Designated Caregiver (DCG)
 - Ability to assign caregiver to a patient (ie. parent/child)
 - Only allow visitors when caregiver is actively in patient room
 - DCG can manage both approve/deny visitor lists
 - New kiosk screen with pre-screening questions for Visitors to answer; Logic will allow or block Visitor sign-in
- New Trends & Product Roadmap Considerations
 - Temperature detection
 - Visitor registration for social distancing (Ability for visitor sign-in 6 ft from reception with pre-reg barcode & facial recognition)
 - Touchless Visitor enrollment solutions
 - Facial recognition
 - Speech command
 - Use of mobile solutions for temporary staging areas
 - Register every person in building for > 10 minutes for “Contact Tracing”
 - Managing visitors based on new state reopening guidelines (ie. 10/10/10 Rule)



10% or 10/10 & 10

RULE FOR REOPENING KCMO

- 10% building occupancy or
- 10 people allowed inside a business - whichever is greater;
- Sign-ins required for anyone who visits a business for more than 10 minutes.

Plus: Social gatherings up to 10 people inside or 50 people outside. Includes weddings/funerals/religious services. Must gather contact info of all attendees.



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FAQs at [KCMO.GOV/CORONAVIRUS](https://kcmo.gov/coronavirus)

