



CURRENT COVID-19 Guidance - last updated March 16, 2020

Guidance for handling patients via PHONE from HOSPITAL or PHYSICIAN CLINIC

Phone Call Begins

COVID-19 Screening
Documented

SCREEN POSITIVE

Patient screens positive when they have: at least one box checked in the top AND bottom section

Transfer call to 844-988-7800.
Stay on call until clinician is reached.

Scripting:

Sir/Ma'am: We've identified an area of concern that may indicate you should be further screened. I'm going to forward this call to a clinician to discuss this with you further.

SCREEN NEGATIVE

Patient does not have at least one box checked in the top AND bottom section

Offer options to patient:

1. Continue with scheduled appt or reason for call
2. Make next available appt with PCP
3. Visit a Walk-In Clinic
4. Complete an E-Visit