COVID-19 Ambulatory Existing Appointment: Rescheduling

All pts presenting for care at ANY location must be screened by phone and again upon arrival

START: Provider identifies patients who are scheduled for routine* appointments

- Office staff or Care Center advises patients that for their safety and the safety of all patients, we are limiting the number of in-person visits.

*Routine visit (= routine, follow up or preventive every 3/6/12 month visit)

Patient Identifies as sick

YES

- If patient identifies they are sick, use Sick Call Algorithm

NO

- Reschedule to telephone or video visit or
- Postpone – date of revisit to be determined by clinician review

All patients should be screened for COVID-19 prior to office visit: In the last month, have you been in contact with someone who was confirmed or suspected to have COVID-19, including outside the US.

OR

Do you have any of the following:
- Fever ≥ 100F or 37.8 C
- New cough
- New shortness of breath
- New sore throat
- New chills

OR

Have you been advised to stay home by a medical professional due to illness that might be COVID-19

Office staff and Care Center should help patients plan ahead:
- Refill medications for 3 months

Clinic Manager should plan ahead:
- Train and reassign staff for increased phone/video visits
- Enroll patients in MyChart - Link to workflow
- Assign RNs/APPs to phone triage
- Assign APPs/MDs video sessions

Resources:
COVID Call Center (203)-688-1700
- Push 2 for Yale Medicine or YNHHS Employee Hotline
- Push 3 for Clinician Hotline

Hyperlink to YNHHS Infection Prevention website
http://dept.ynhh.org/infectionprevention/SitePages/Home.aspx

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