COVID-19 Ambulatory Pre-Visit Screening: Telephone

START: Patient calls office for appt. or arrives

Front desk staff pre-visit screen and documentation (Travel/Communicable disease screening for those w/Epic):

In the last month, have you been in contact with someone who was confirmed or suspected to have COVID-19?

OR

Do you have any of the following?
- Fever $\geq 100^\circ F$ or $37.8^\circ C$
- New cough
- New shortness of breath
- New sore throat
- New chills
- Sudden loss of taste or smell

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

NO

Proceed as routine visit / Follow Normal Process

YES

RN, LPN, APC, MD
Telephone, On-Site, or Call Center screening and when available telemedicine encounter
Offices without clinicians available, advise pt to contact PCP or to use Call Center

Note:
- Follow BPA
- Document conversation in chart
- If COVID screening note in telehealth encounter indicates “home isolation”, do NOT bring them to the office without approval of a clinician
- Call Center notes are being documented in Epic

Approved by Ambulatory COVID-19 Task Force