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, 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
    • Sudden loss of taste or smell
    OR
Have you been advised to stay home by a medical professional due to illness that might be COVID-19?
    OR
Within the last 2 weeks, have you been discharged from a hospital, emergency dept, skilled nursing facility, short term rehab or extended care facility?
    OR
Are you currently living in an extended care facility, senior housing, shelter or community based housing?
    OR
In the last 2 weeks have you been tested for covid 19?

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