COVID-19 Ambulatory Pre-Visit Screening: Telephone

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

START: Patient calls office for appt. or outreach call 2 days prior to visit

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 $\geq 100\,^\circ F$ 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?

Transportation method?
Special needs?

NO
Proceed as routine visit/ follow normal process

YES

RN, LPN, APC, MD
Telephone screening prior to visit

COVID testing prior to visit (NEW, preferred)
or
COVID precautions at visit
or
Convert to video visit

Note:
- Note any isolation flags
- 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
- Reinforce visitor restriction and wearing of mask at all times

Approved by Ambulatory COVID-19 Task Force
3.12.2020. Updated 5.18.20