Patient Calls to Schedule Sick Visit

Does patient Meet COVID Criteria?

No

Schedule in URI Site.
Document Patient Cell # in schedule.

Yes

Instruct patient to see their own PCP or go to Hospital

Criteria: fever, cough, runny/stuffy nose or difficulty breathing in the last 4 days

Patient Calls to Schedule Sick Visit

Crystal Run Patient?

No

Schedule in non-URI Site.

Yes

Instruct patient to see their own PCP or go to Hospital

Patient Arrives. Stop car at entrance. Provide instructions and handouts

Patient calls to check in (# specific to site)

PSR Check in on Phone. Instruct to stay in car, will call when ready. Verify cell #.

Provider in PPE (N95 mask, gown, face shield/goggles, gloves)
Evaluate Patient: URI Exam + Vitals Temp, Resp, Pulse Ox.

Note: use same n95 mask and gown all day unless visibly soiled

Provider submits charges

Discharge patient Quarantine if tested for covid Inform patient we will contact them with test results

Is patient stable for discharge to home?

Yes

Notify Hospital Use SBAR Handoff Transfer to Hospital

No

Nurse scribes for provider throughout eval using scribe instructions

Collect specimens if needed: Rapid Flu RSV (peds) Strep Covid19

1. CM Team will contact patient with all covid results and schedule follow up telehealth visit.
2. Provider to Submit charges

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WORKFLOW COVID EVALUATION SITES: 3/19/20

CM Team will contact patient with all covid results and schedule follow up telehealth visit.
Provider to Submit charges