

Patient Calls Tanner Clinic Corona Virus hotline after arrival at Layton or Westside Clinic for car testing

Hotline Personnel Responsibilities

Q: Have you talked with our tele-triage provider today and did they prescribe COVID testing?

No

Yes

Go to Tele-Triage COVID Workflow



COVID Car Triage Protocol

March 27, 2020

Appointment/COVID Hotline

Schedule appointment with car triage provider at patient's location

Connect patient to appropriate Car Triage Receptionist
Layton: EXT 5558 Westside: EXT 6200

Receptionist Responsibilities

- Complete manual check-in without Phreesia \$0 copy
- Print Fee Slip
- Ask for patient's vehicle make, model, color and location
- Provide information to the Car Triage staff to notify of patient's arrival

MA Responsibilities

- Verify orders for Flu and COVID-19 in NextGen
- Administer Pulse Ox and take O₂ reading (alcohol patient's finger before testing and alcohol pulse ox after)
- Administer swabs for Flu test and COVID (**DO NOT PUT SWAB IN VIRAL MEDIA UNTIL FLU TEST IS NEGATIVE**)
- Notify patient it will take about 20 minutes for flu results and they will be notified upon test result.

Respiratory Provider Responsibilities

- Clinical determination of 3 possible treatments and instructions

Results:

Flu = Positive

O₂ = > 90% for adult patient

O₂ = > 93% for Pediatric patient

Treat for Flu

Results:

Flu = Negative

O₂ = > 90% for adult patient

O₂ = > 93% for Pediatric patient

Send home. Instruct that if shortness of breath becomes severe, go to hospital

Results:

Flu = Negative

O₂ = < 90% for adult patient

O₂ = < 93% for Pediatric patient

Send directly to hospital