

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 O<sub>2</sub> 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

O<sub>2</sub> = > 90% for adult patient

O<sub>2</sub> = > 93% for Pediatric patient

#### Results:

Flu = Negative

O<sub>2</sub> = > 90% for adult patient

O<sub>2</sub> = > 93% for Pediatric patient

#### Results:

Flu = Negative

O<sub>2</sub> = < 90% for adult patient

O<sub>2</sub> = < 93% for Pediatric patient