

# Corona Virus Process after Patient Arrival and Patient Calls Hotline

Purpose: To help control the spread of Corona Virus

March 18, 2020

Patient Calls Tanner Clinic Corona Virus hotline

## Hotline Personnel Responsibilities

Q: Do you have an appointment scheduled?

Yes

No

Go to Initial Screening Questionnaire Process for Corona Virus Hotline Personnel

Have not previously talked to Tanner Hotline

Q: Who is the appointment with and what is the reason for the appointment?

If patient is here for Corona Virus testing and has already set up appointment with hotline

Transfer call to their provider's reception desk to complete registration

## Receptionist Responsibilities

Complete Registration process via Phreesia and NextGen while patient is on phone

Q: Where are you currently parked and what type of vehicle do you have?

Q: What color is the vehicle?

Provide Fee Slip and car information to providers office to complete testing

## MA Responsibilities

- Order Flu and COVID-19 test 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-19
- Notify patient it will take about 20 minutes for flu results and they will be notified upon test result.

## Results:

Flu = Positive

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

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

Send to PCP or other provider with mask if needed.  
No need to start a new appointment if continuing with same provider

## Results:

Flu = Negative

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

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

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

## Results:

Flu = Negative

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

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

Send directly to hospital