

Q: Do you have an appointment scheduled?

Yes

No

Go to Initial Screening Questionnaire Process for Corona Virus Hotline Personnel

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

Have not previously talked to Tanner Hotline

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

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

Send to PCR or other provider with

Send home - Instruct that if shortness

Send directly to hospital