

*pointment 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 pro-  
viders office to complete testing*

*MA Responsibilities*

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