

Tanner Clinic Providers and Supporting Staff.

To do what we can in combatting the spread of coronavirus in our clinics, the appointed committee of physicians has drafted the *attached patient flow*. The entire purpose behind the flow is to restrict entry to the clinic by patients who might be COVID-symptomatic. It includes phone triage and car-based testing by patient's PCP staff basically to rule-out flu and determine further testing.

- Patients who call with symptoms will be transferred to the clinic's 'COVID hotline' phone team and questioned via a pre-defined script then, where necessary, directed to follow the car-based testing protocol.
- Patients who walk in for Urgent Care will encounter an entry sign where they self-assess symptoms and, where appropriate, return to their cars to call the designated Tanner Clinic 'COVID hotline' team for questioning and then, where necessary, be directed to follow the car-based testing protocol.
- Patients who walk in for a pre-scheduled appointment will also encounter the entry sign. If no self-assessed symptoms, they will proceed to their appointment. If self-assessed symptoms, they, too, will return to their car to place the hotline call. If cleared, they will return for their scheduled appointment. If not cleared, they will be scheduled for car-based testing with their PCP.
- For any clinic location where it is possible, waiting rooms should be divided and clearly marked for "sick visit" and "well visit" patients. Increased and visible sanitizing by staff of patient touch-points is important.

As you can see on the attached flow chart, a patient who is negative for flu and low oxygen will be sent to the hospital for further testing. The "further testing" which we can't currently do is the respiratory panel needed to warrant actual COVID-19 testing by the health department or authorized labs such as LabCorp and Quest. If/when that changes, we may be able to refer patients directly for COVID-19 testing.

As you are also aware, this is a much-fluid situation. Updates and changes will be constant for a while. Providers are asked to both cooperate in the testing where applicable and also be patient and giving if their scheduled patient is delayed due to this screening as well.

We will all need to work together on this. Input and suggestions are funneled through Brandon and Steve Meek in Admin and Dr. Candice Smith. But, of course, giving input to anyone in Admin will always find the correct place to land.

Thank you.

Theron