## Determines patient needs Screens for Symptoms Appointments (if symptoms and requests a same day appt) Schedules Provider Teletriage Visit with Provider(s) on shift Send Phreesia Link

Appointments Team

## Appointments

- If no symptoms, Schedule appointment
  - Schedule for future appointment and if symptoms exist, offer a COVID televisit

Has at least one COVID symptom and has not been cleared by tele-provider

and call Tanner Clinic COVID Hot-

line (801-776-7121) to make a tele-triage appointment

- Door Greeter
  - Confirms they have an existing appointment
    - Screens for Symptoms

To enter the building:

existing appointment if

they have any symp-

toms of COVID and

1. Patient must have an

#### Reception

Completes Check-In once patient completes Phreesia registration

If patient hasn't completed 15 minutes prior to visit, call patient to help them complete



#### Provider

 Connects to patient via Telemedicine platform at scheduled time

Triage Patient (see Triage Slides)

# TANNER

**COVID Tele-Triage Flowchart** March 27, 2020

have been cleared by Tele-Triage provider

2. Patient must not exhibit any COVID symptoms

# Provider—COVID Pathway

Clinical assessment

Directs to Layton or Westside Clinic for testing and instructs to call COVID hotline (801-776-7121) on arrival.

Tells patient to remain in car for

- Instructs patient to stay at home and watch symptoms
- Send eR, if appropriate Other medical advice as needed
- Provider-No/Low Risk Pathway
- Provider-Respiratory UC Pathway Provider's office to call ext 3800 (801-776-7121) to approve Respir-
- atory UC visit for the patient
- Appointments Responsibilities Schadula Barolistoni IIC appoint-