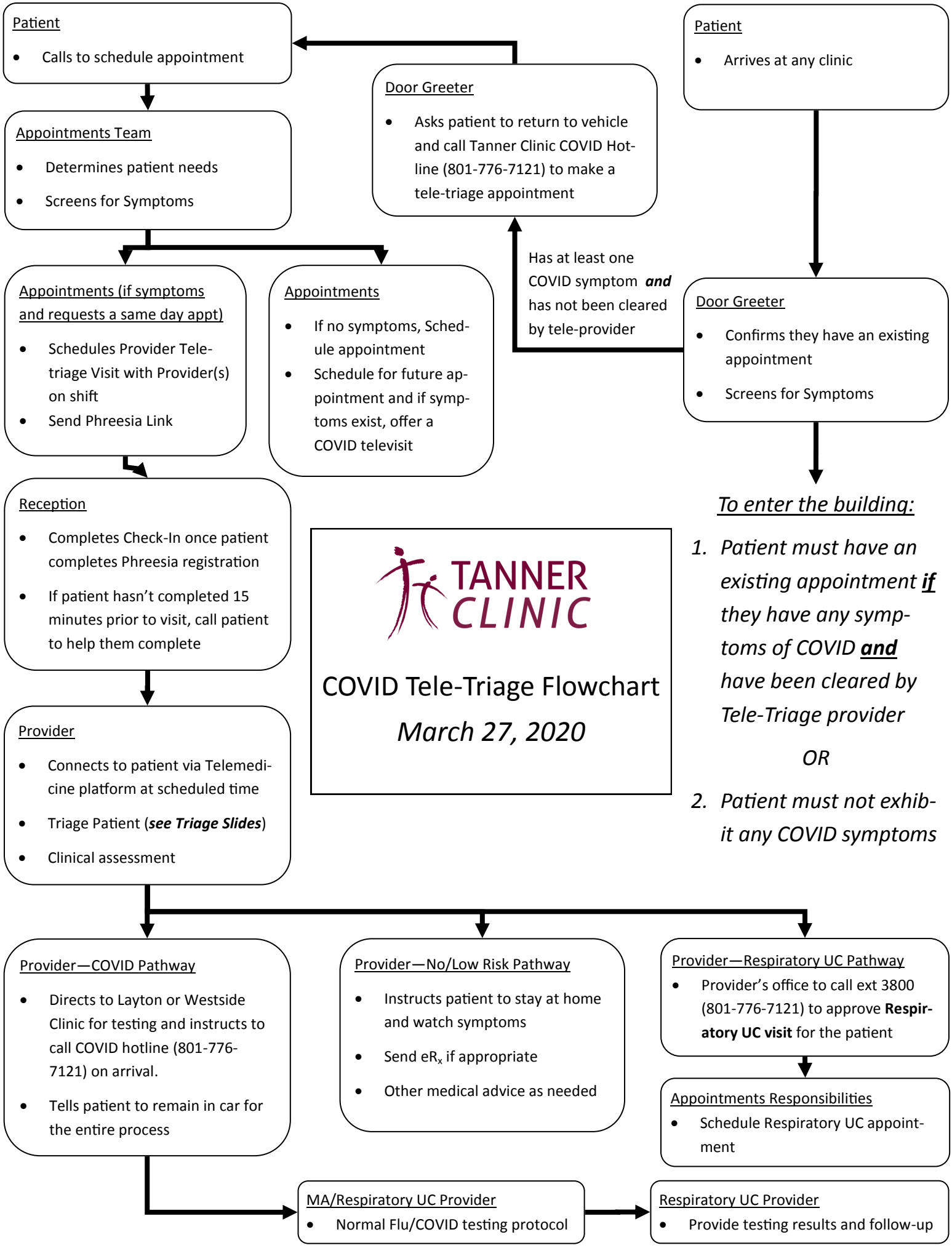
Patient
Calls to schedule appointment
Appointments Team
Determines patient needs
Screens for Symptoms
Appointments (if symptoms and requests a same day appt)
Schedules Provider Tele-triage Visit with Provider(s) on shift
Send Phreesia Link
Appointments
If no symptoms, Schedule appointment
Schedule for future appointment and if symptoms exist, offer a COVID televisit
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)
Clinical assessment
Door Greeter
Asks patient to return to vehicle and call Tanner Clinic COVID Hotline (801-776-7121) to make a tele-triage appointment
Has at least one COVID symptom and has not been cleared by tele-provider
Patient
Arrives at any clinic
Door Greeter
Confirms they have an existing appointment
Screens for Symptoms
To enter the building:
1. Patient must have an existing appointment if they have any symptoms of COVID and have been cleared by Tele-Triage provider
OR
2. Patient must not exhibit any COVID symptoms
TANNER CLINIC
COVID Tele-Triage Flowchart
March 27, 2020
Provider—COVID Pathway
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 the entire process
Provider—No/Low Risk Pathway
Instructs patient to stay at home and watch symptoms
Send eRx if appropriate
Other medical advice as needed
Provider—Respiratory UC Pathway
Provider's office to call ext 3800 (801-776-7121) to approve Respiratory UC visit for the patient
Appointments Responsibilities
Schedule Respiratory UC appointment
MA/Respiratory UC Provider
Normal Flu/COVID testing protocol
Respiratory UC Provider
Provide testing results and follow-up