

Patient Calls Tanner Clinic Corona Virus hotline after arrival at Layton for car testing

Hotline Personnel Responsibilities

Q: Have you talked with our tele-triage provider today and did they prescribe COVID testing?

No

Yes

Go to Tele-Triage COVID Workflow

Appointment/COVID Hotline

Connect patient to Layton Car Triage Receptionist
Layton: EXT 5558



COVID Car Triage Protocol

April 9, 2020

Receptionist Responsibilities

- Ask for patient's information
- Ask for patient's vehicle make, model, color and location
- Provide information to the Car Triage MA staff to notify of patient's arrival

MA Responsibilities

- Verify orders for Flu and COVID-19 in NextGen *by the Tele-Triage Provider*
- Administer Pulse Ox and take O2 reading (alcohol patient's finger before testing and alcohol pulse ox after)
- Administer swabs for Flu test *and/or* COVID as appropriate per doctor's orders (**DO NOT PUT SWAB IN VIRAL MEDIA UNTIL FLU TEST IS NEGATIVE IF DOING BOTH TESTS**)
- Notify patient it will take about 20 minutes for flu results if applicable and they will be notified upon test result.
- If COVID testing only, send patient home to quarantine until they receive test results and further instruction. Provide handout to patient.

Respiratory Provider Responsibilities

- Clinical intervention after physical assessment (O2/Vitals) if necessary