Appointments Team and call Tanner Clinic COVID Hot-Determines patient needs line (801-776-7121) to make a tele-triage appointment Screens for Symptoms Appointments (if symptoms Appointments and requests a same day appt) If no symptoms, Sched-Schedules Provider Teleule appointment triage Visit with Primary Schedule for future ap-Care Provider or backup pointment and if symp-Send Phreesia Link toms 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



COVID Tele-Triage Flowchart

April 2, 2020

Provider

- Connects to patient via Telemedicine platform at scheduled time
- Triage Patient (see Triage Slides)
- Clinical assessment

Provider-No/Low Risk Pathway

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
- Instructs patient to stay at home and watch symptoms
- Send eR, if appropriate Other medical advice as needed

Has at least one COVID symptom and

by tele-provider

has not been cleared

Door Greeter

appointment

Screens for Symptoms

To enter the building:

existing appointment if

they have any symp-

toms of COVID and have been cleared by

Tele-Triage provider

2. Patient must not exhib-

it any COVID symptoms

1. Patient must have an

Confirms they have an existing

Provider-Respiratory UC Pathway Provider's office to call ext 3800 (801-776-7121) to approve Respir-

Schadula Barolistoni IIC appoint-

- atory UC visit for the patient
- Appointments Responsibilities