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 Primary Care Provider or backup
- Send Phreesia Link

Appointments

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

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

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

TANNER CLINIC

COVID Tele-Triage Flowchart
April 2, 2020

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*

Provider

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

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 eR_x 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