

Appointments Team

- Determines patient needs
- Screens for Symptoms/Contact

Asks patient to return to vehicle and call Tanner Clinic COVID Hotline (801-776-7121) to make a tele-triage appointment

Appointments (if symptoms or contact and same day appt)

- Schedules Provider Tele-triage Visit with Primary Care Provider or backup
- Send Phreesia Link

Appointments

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

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

Door Greeter

- Screens for Symptoms
- Screens for Travel or Contact

Reception

- Completes Check-in once patient completes Phreesia registration (Call if necessary)
- Sends Link if necessary



COVID Tele-Triage Flowchart

April 9, 2020

Tele-Triage Provider

- Connects to patient via Telemedicine platform at scheduled time
- Triage Patient (see Triage Slides)
- **Clinical assessment and enters doctor's order in med module for flu or COVID-19 as needed**

To enter the building:

1. Patient must have an existing appointment **if** they have any symptoms of COVID or contact or traveled outside Utah **and** have been cleared by Tele-Triage provider
- OR
2. Patient must not exhibit any COVID symptoms or have had contact or travel

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

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