

triage.

- a. Each clinic location will be tasked with creating a rotation to cover tele-triage for when patient's PCP is out of office for every day during normal business hours.
    - i. If a patient's PCP is out of office, they will be assigned to the provider covering for that clinic location
  - b. If a patient does not have a PCP, they will be assigned to the covering provider on a rotational basis between each clinic location
  - c. For the After Hours tele-triage, the provider in the non-respiratory UC in both Westside and Layton locations will provide tele-triage and the patient will be assigned based on the patient's location and preference by the appointments department
  - d. We will no longer utilize the shared sign-up sheet so please be aware those shifts will no longer be needed. Thank you all again for your willingness to help in this and we apologize for any inconvenience this may cause as you adjust your schedules.
2. To continue to reduce risk exposure and maintain critical levels of PPE - if the tele-triage PCP deems it necessary to do a physical assessment on the patient, the PCP will refer the patient to the respiratory provider at the location most convenient to the patient.
- a. The process for this remains unchanged and will process as currently outlined in the flowchart.

In order to ensure you are ready for this change, please contact Becky to let her know what your tele-triage availability is so she knows when to send your patients to the backup provider.

You'll also need to make sure Susan has your telemedicine waiting room address 24 hours prior to your first