

COVID-19 Resources & Documentation draft 3.17

Here are documentation tools available for your use:

Dotphrase	When to Use
.ECOTELECOVID19TRIAGE	<p>Triage Note</p> <p>For use when conducting a telephone encounter when providing ECO phone triage support-</p> <p>**disregard reference to TAM model- for use by all providers</p>
.COVID19ENCOUNTER This patient encounter involved the screening or treatment of novel coronavirus infection (COVID-19).	<p>Encounter Note- COVID</p> <p>Designates an encounter as one that was involved in the screening or caring for a patient in regards to novel coronavirus. Can be used in any encounter type (virtual, phone, MyChart message, office visit).</p> <p>May be used for tracking the amount of encounters related to COVID but also help decide about billing.</p>
.COVID19POSITIVEPATINSTR	<p>Positive Results</p> <p>If a patient has tested positive, for use in patient instructions section for patients active on MyChart to see.</p>
.COVID19PREVENTIONPTINST	<p>Prevention Information</p> <p>For use in patient instructions section for patients active on MyChart to see. **Consider for all on demand visits</p>
.COVID19TESTINGLOCATION	<p>Testing Location Information</p> <p>For use to provide location, directions, and hours for the central testing site.</p>

NOTE: Patients who are symptomatic (fever, cough, breathing difficulty, or flu-like illness) should be considered for COVID-19 testing

There will be no COVID testing nor point-of-care flu testing at ambulatory sites. All COVID testing will be offered with no charge. Place EPIC order for *COVID-19 Coronavirus Panel*. Please DO NOT alter the order in any way.

Patients requesting COVID testing will be directed to:

- *MyChart* portal to complete an e-visit; the responding provider can place the order after review of the completed questionnaire.
- *On-demand Express Care Online* portal for a virtual visit; the visit provider can place the order after review.
- *Scheduled virtual visit* with their PCP; the PCP can place the order after review.

Bill for the level of service provided

- All co-pays for COVID related visits are waived. Please do not select waive all charges – it will be handled on the backend.
- Any outstanding charges for virtual visits during this period will not be billed to the patient.

Results: How to communicate COVID-19 results to pts:

- If COVID-19 is positive:
 - Use this dotphrase with prevention instructions:
 - .COVID19POSITIVEPATINSTR
- If COVID-19 is negative:
 - MyChart test results will be automatically released within 24 hours
 - For patients not on MyChart, please reach out to them to notify of their negative test result
 - Consider putting the following text into your own dotphrase:
 - “Your COVID-19 test is negative. If your symptoms get worse, please contact your PCP.”
 - Use this dotphrase with prevention instructions:
 - .COVID19PREVENTIONPATINST

We are all role models for our teams, our patients and our communities.

- It takes our collective calm and educated guidance to make sure our caregivers do the right thing, every time.
- **Meet basic needs.** Eat, hydrate, and sleep regularly to optimize your ability to provide care for yourself and others.
- **Take breaks.** Rest and relaxing activities can provide a helpful distraction.
- **Stay connected.** Giving and receiving support from family, friends, and colleagues can reduce feelings of isolation.
- **Stay updated.** Rely on trusted sources of information. Participate in work meetings where relevant information is provided.
- **Self check-ins.** Monitor yourself for signs of increased stress. Talk to a family member, friend, peer or supervisor if needed.
- **Honor service.** Remind yourself (and others) of the important work you are doing. Recognize colleagues for their service whenever possible.

COVID-19 Provider Guidance

3.14.2020 @1445

TESTING	RESULTS	ISOLATION
<p>SITE:</p> <ul style="list-style-type: none">• NO Point of Care Testing to be done at this time at any ambulatory site• Only Designated Testing (“swabbing”) site at Walker Building at this time <p>EPIC ORDER: “COVID-19 CORONAVIRUS PANEL”</p> <ul style="list-style-type: none">• All patients need an Epic order from a provider for testing PRIOR to arrival to the designated testing site <p>SPECIMEN COLLECTION:</p> <ul style="list-style-type: none">• <u>One</u> nasopharyngeal swab to be obtained at the designated testing site• Testing includes influenza, RSV and COVID	<ul style="list-style-type: none">• CASCADE TESTING:<ul style="list-style-type: none">• Influenza and RSV will be performed first• If Influenza or RSV is POSITIVE, no further testing to be done• If Influenza or RSV is NEGATIVE, COVID testing will then be performed• RESULT MESSAGING:<ul style="list-style-type: none">• Both positive and negative results for Influenza, RSV and COVID will automatically be placed in Epic InBasket of Infection Prevention and the ordering provider.<ul style="list-style-type: none">• Results will be released to patient in My Chart within 3-5 days• If Influenza positive, provider to address treatment option• IF COVID-19 POSITIVE:<ul style="list-style-type: none">• Infection Prevention will be in communication with local health department• Provider to notify patient with following information:<ul style="list-style-type: none">• “Your COVID-19 test is positive. Please continue isolation at home and avoid public areas. The local health department has been notified and will be contacting you regarding next steps. If your symptoms get worse, including difficulty breathing, please go to the local emergency department.”• If COVID-19 is NEGATIVE:<ul style="list-style-type: none">• Result will be released in My Chart within 3-5 days• No other formal contact will be made at this time	<p>Once order is placed for testing, patient must be educated on need for isolation until testing results</p> <ul style="list-style-type: none">• No close contact<ul style="list-style-type: none">-Stay at home-Use social distancing• Hand washing• Cough etiquette• Separate bathroom if available