

Drive-thru Process:

Hello, I'm (say name) thank you for being here. It's understandable that you might feel tired (weary, frustrated) and a little scared. We're all here to help you get through this testing process, this is the first step let me walk you through it:

- The whole process should take about (10 minutes)
- At the final station you'll receive guidelines on what happens next.
- Do you have an order placed by a Cleveland Clinic provider?
- Great. Please place your car in park, roll your window up so that you are not breathing this air, and then call this number (point to number)?
- Identify the registrar by name and say: Lisa will get you checked in.
- Thanks for your patience and cooperation.

Testing Criteria Not Met:

This is an unprecedented and scary time for all of us. We value your trust in us to make difficult decisions responsibly in order to prevent the spread of COVID-19, however only patients meeting the following high risk criteria will be screened. At this time you do not fit the criteria to obtain testing. Across the city, every hospital is working together to try to use resources in a way that is fair for everyone. For people like you with mild to moderate symptoms, infectious disease specialists emphasize that the safest way to manage symptoms is to stay home, keep a social distance, rest, get lots of fluids, eat a healthy diet, and take acetaminophen (such as Tylenol) as needed to reduce fever and relieve pain.

Our infectious disease experts along with government officials, urge us to conserve our resources responsibly. We appreciate your support and understanding as we work together to care for our sickest patients.