

During morning huddle, provider, nurse and CC review PVP for 7 days in advance, patients who meet priority criteria will be highlighted on PVP, CC's will call these patients and ask if they are willing to see their provider for a telehealth visit rather than coming into the health center, if they consent, their visit in the provider schedule will be annotated as a telehealth visit. The CC will inform the patient to expect a text when their provider is ready to see them. If they cannot accept a text, the CC



On the day of the telehealth visit, the CC's will denote on the PVP which visits are telehealth and how the patient prefers to be ontacted

At the time of the telehealth visit, the provider will access the DoxyMe site, send a text message or other invitation

Telehealth workflow

FHN 3/19/20

Priorities

- All counseling appointments
- Pediatric behavioral health patients
- Patients over 60 with comorbid conditions or immunosuppressed who require routine follow ups
- A symptomatic patient or PUI who is managing symptoms at home

COVID19 test performed? No Yes PROVIDER will use phone in room to call to ROOMER who wearing a surgical mask and gloves will bring 2 specimen bags to the door of the room for the provider to Patient may drop the flu and COVID19 specimens into clear health center PROVIDER will give patient FHN guidance on self quarantine PROVIDER will doff PPE except for n95 and surgical mask behind the curtain. The PROVIDER opens the door to ensure a clear path to the exit and escorts the patient who still has their mask on out the door by the nurses station maintaining a 6 foot distance PROVIDER will notify Ellen Sweet that COVID19 was collected, if the patient is a health care worker Ellen will call the local health department immediately for further guidance Ellen will document test details on tracking log ROOMER will prepare COVID19 specimen according to lab specifications QUEST -label specimen as "nasopharyngeal", place in its own specimen bag. Print lab requisition form and write code 34933 on it and put it in bag with specimen. Freeze specimen. Call Quest for routine pick up. If only 2 Quest test kits remain at the site notify Ellen Sweet who will call Jess M.. Cayuga -label specimen as "nasopharyngeal", place in its own specimen bag with lab requisition form, refrigerate specimen and make available for pick up by courier ROOMER labels room as unusable for 1 hour ROOMER dons gloves and surgical mask and cleans room after patient has been gone for 60 minutes, labels room unavailable for 30 minutes