

PSR WORK FLOW FOR SCHEDULING

PSR receives call from patient requesting appointment

PSR should screen patient for COVID 19 symptoms

PSR should use the following screening questions:

In the last three days, have you HAD a fever?

Have you been in contact with anyone positive with COVID 19?

In the last 3 days, have you had a NEW cough or shortness of breath?

Are you calling about a school-aged patient that was sent home/needs re-entry to school?

If patient says yes to ANY symptom question, direct patient to the triage nurse for evaluation.

Triage nurse will collect more details from patient about symptoms to determine what type of appointment is needed.
SEE COVID19 PHONE TRIAGE WORKFLOW.

Triage nurse may or may not send a phone note to PSR for scheduling, depending on what type of visit is needed.

If patient answers no to all symptom questions, routine visit can be scheduled. Acute visit requests should be sent to triage nurse for evaluation.

If patient answers yes to school question, send patient to the triage nurse.
SEE COVID19 PHONE TRIAGE FOR SCHOOL AGED STUDENTS WORKFLOW.

School Aged Patients will be covid tested.
After triage nurse schedules patient in the drive thru, nurse will send to PSR to schedule 48 hour f/u appointment. If schedule is full at 48 hour mark, look for next available option.
Negative results=
In person visit
Positive results=
Convert to telehealth