

CLINIC SCREENING TALKING POINTS COVID-19 – TELEPHONE

“The health and safety of our patients and Associates is our top priority. Prior to completing registration for your appointment today we need to ask you a few screening questions for Coronavirus or COVID-19.”

- 1. Have you or someone in close contact with you, traveled outside the United States within the last 14 days?**
 - a. Yes
 - b. No
- 2. Have you or someone in close contact with you, been ill since traveling outside the United States in the last 14 days?**
 - a. Yes
 - b. No

Close contact is defined as -

Being within approximately 6 feet of an infected person for a prolonged period of time. Close contact can occur while caring for, living with, visiting, or sharing a room with someone who has traveled outside the US.

- 3. Have you or someone in close contact with you, experienced the following symptoms:**
 - a. Cough
 - b. Fever
 - c. Shortness of Breath
 - d. Sore Throat
- 4. Did you or someone in close contact with you have recent travel to the following locations:**
 - a. China
 - b. Iran
 - c. Japan
 - d. South Korea
 - e. Most European countries*
 - f. Los Angeles, CA
 - g. San Francisco, CA
 - h. Seattle, WA
 - i. New York, NY

* Austria, Belgium, Czech Republic, Denmark, Estonia, Finland, France, Germany, Greece, Hungary, Iceland, Italy, Latvia, Liechtenstein, Lithuania, Luxembourg, Malta, Netherlands, Norway, Poland, Portugal, Slovakia, Slovenia, Spain, Sweden, Switzerland, Monaco, San Marino, Vatican City; United Kingdom and Ireland: England, Scotland, Wales, Northern Ireland, Republic of Ireland

*If patient answer YES to question 4:

- Schedule appointment 14 days out from day of call
- Verify a good telephone number to reach the patient
- Someone will call you to ask some additional screening questions
- Are there any concerns you need your provider to address between now and your next appointment (e.g. medication refills)
- Forward message to the clinic for follow-up response