

SCRIPTING PATIENTS CALLING ON PHONE FOR COVID-19 TESTING OR CONCERNS

If patient calls the ED and expresses concern for COVID-19 exposure.

1. Do you have symptoms?
 - a. If NO symptoms - testing is not performed on patients. (The virus is not detectable when patients have no symptoms)
 - b. If YES to symptoms and symptoms are MILD (does not require hospital care). The CDC is recommending people with mild symptoms who do not require hospital care, stay home and self-isolate.
2. Are your symptoms severe enough that you think you need to have hospital care (remember – there is no treatment for COVID-19 – just supportive care)? OR were you just looking for testing?
 - o If YES - hospital care is needed, take their name and number (read back number) and ask them to call the ED when they are in the parking lot.

NOTE: (When patient calls saying they are in the parking lot, healthcare worker will meet them outside and escort them to a room. Use the route your hospital has designated for COVID-19 suspect patients.

- o If NO hospital care needed, let the patient know that CDC is recommending that patients who do not require hospital care and have mild symptoms should stay at home and self isolate. If you have SOB or symptoms get worse and you decide you need hospital care, please call the Emergency Department before you come so that we can meet you outside and escort you to your room.