

COVID Call Form

Please complete the survey below.

Thank you!

COVID-19 Proactive Outreach Call Instructions:

Key Resources:

Caller Training Manual: this should answer most of your questions! Patient Resources Encyclopedia Grady interpreter line: call 404-616-9626, passcode 55500 Please fill out one survey per patient call.

Make sure your Context in Epic is "GHS PC CTR- GREEN POD" (type Green Pod if you can't find this)

Goals include:

Educate patients at risk for poor outcomes with COVID-19 on preventative strategies to protect themselves and their families. Support patients in navigating the healthcare system during the pandemic (e.g. how to get medications, schedule an appointment, what to do if symptoms present, etc.) Identify patient needs and share access to resources Survey formatting notes:

The things you say to the patient look like this (non-italics, usually bold) The things you do or read to yourself look like this (italics, usually not bold) Certain answers to some questions will make more questions pop up as they become relevant. This call should take 15-20 minutes.

Thank you for your help!

Administrative Information

Complete this section PRIOR to making the phone call.

Name of caller (your name, first last):

FIRST name of the patient you are calling:

LAST name of the patient you are calling:

Patient's MRN:

Call source list: (JUST CLICK JVION FOR NOW)

- Jvion
 DEPARTMENTS to be listed once known
 Other

Epic Chart Review

Review the patient's chart in Epic prior to making the phone call.

Keep Epic open during the call in case you need to check anything.

Review the patient's chart in Epic. Review the following:

Recent telephone encounter/note documented for COVID outreach. If there is a recent call similar to this documented in the chart, you do not need to call this patient again and you should not fill out or submit this survey. Confirm the patient is still living. If they are deceased, do not call or fill out this survey. Problem list Medications Last hospital/clinic note

(Record any elements from your chart review. Anything you write here will appear again in the Physical Health and Medications sections of the call for your reference.)

Patient race (as recorded as #1 in patient's Epic chart)
Click on the patient's name on their chart to open "Demographics" --> select the "Clinical Information" tab

- Black or African American
- Hispanic
- White or Caucasian
- Asian
- American Indian and Alaskan Native
- Native Hawaiian and Other Pacific Islander
- Multi-Racial
- Unknown
- Patient Refused

I. Introduction

Call the patient using Doximity, with 404-616-1000 (Grady Memorial Hospital) as the calling number.

If the patient does answer the call, say:

Hello! My name is [caller_first_covid], and I am a medical student calling from Grady Hospital. I'm trying to reach [pt_first_covid] [pt_last_covid], is s/he available?

For patient privacy, be sure to identify speaker's identity (full name and DOB) before continuing.

I want to check on you because I know it's hard to get appointments right now. We want to help keep you out of the hospital if we can so you aren't around other patients who have coronavirus.

Before we get started, are there any problems you want to talk about?

How are you doing?

If the patient does NOT answer the call, leave a brief voicemail saying:

Hi, this is [caller_first_covid] from Grady Hospital. I was just calling to check in with you about your health during this time. I'll try calling you back again later or tomorrow. In the meantime, please stay healthy and at home if you can!"

Did the patient pick up the phone?

- Yes, patient was available to talk
- Yes, but patient was not available to talk
- No
- Patient is deceased
(If the patient is not available to talk right now, ask when would be a good time to call them back.)

If they patient requested a callback, record their desired callback time here.

Please save and end this survey, and fill out a new survey during this patient's callback.

If the patient was not available to talk, click "Yes" here to end the survey.
End this survey now, and complete a new survey for this patient during the callback.

- Yes

I have a few aspects of your health that I'd like to discuss with you. Before we get into that, are there any issues or concerns that you want to make sure we address today?

(OPTIONAL: This notes section is available to you if you need it. You are not expected to record data on this part of your conversation.)

II. Coronavirus Symptom Screen

Keep in mind our patients' levels of health literacy

Avoid jargon Talk about coronavirus, but do NOT use the term "COVID" Avoid using the term "pandemic" ** Please look over the resource on coronavirus symptoms and social distancing beforehand**

First, I want to check if you have symptoms of coronavirus.

Do you have any of the following?

- Fever
- New cough
- New muscle aches
- New diarrhea
- New shortness of breath
- None of the above

Do you have any of the following?

- Trouble breathing
- Severe chest pain or tightness
- Chest pain or tightness that doesn't go away
- Confusion
- None of the above

Since you are feeling sick, it is best if you can isolate yourself and only leave your home for medical care. After we hang up, you should call your doctor or the Grady Hospital at 404-616-1000 and dial 7 on the menu to get to the nurse advice line. They can tell you if you need more medical care.

Since I am not a doctor, I think it would be helpful for us to call someone else from Grady. Is it okay if I add a nurse to this call?

*Right now: initiate a 3-way call with 404-616-1000, then dial 7 on the menu (Grady's COVID nurse advice line)

If you start feeling sick in the future, you can call your doctor or the Grady nurse advice line at 404-616-1000, option 7, to see if you need more medical care. When you call, they will tell you what to do.

It is better to keep yourself and others safe. Call first before you go anywhere for care.

III. Physical health (beyond coronavirus)

Refer to your chart review for [pt_first_covid] [pt_last_covid]'s health conditions:
[chartreview_covid]

For any chronic/other medical conditions that the patient has:

Since coronavirus is around, it is now more important than ever to stay healthy so you can stay out of the hospital!

I know you have some medical problems. How is your health right now? What questions or concerns do you have about taking care of your medical problems at home?

If you are concerned about any exacerbations of chronic conditions:

If they are having a medical emergency, "Hang up and dial 9-1-1." If you are not sure if this requires 9-1-1, you can ask something like, "If I hadn't called today, would you have called 9-1-1 on your own?" If they have concerning symptoms, "When we hang up, redial this number (404-616-1000) and follow the prompts to talk to the Grady Nurse Advice Line about these symptoms. It should be number 7 on the menu." If it seems fairly routine, "You can contact your doctor about this. Since most medical visits are not happening in person, you can ask them for a telehealth visit, or can wait until in-person visits start up again." If you do not know how to address a medical question:

"Good question. Since I'm not a doctor, I will [reach out to your medical team]. If you don't hear back from them in a week, call your doctor/clinic or the Grady nurse advice line."

(OPTIONAL: This notes section is available to you if you need it. You are not expected to record data on this part of your conversation.)

I can share some videos with you about how to stay healthy at home. You can watch the videos about your [health conditions] at this website:

<https://emorycovid19.org/>

Click on "Patients" to see the videos.

Did the patient express any anxiety or trouble keeping their mood up?

Yes
 No

If you are unsure: "You sound down. How are you doing/ how has your mood been?"

Administer the PHQ2:

Over the last 2 weeks, how often have you been bothered by the following problems?

	Not at all. (0)	Several days. (+1)	More than half the days. (+2)	Nearly every day. (+3)
Little interest or pleasure in doing things	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Feeling down, depressed, or hopeless	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

Calculate the score from the PHQ2 by adding the scores from both fields together.

If the score is ≥ 3 , then you will have to administer the PHQ9.

Administer the PHQ9:

Over the last 2 weeks, how often have you been bothered by the following problems?

	Not at all. (0)	Several days. (+1)	More than half the days. (+2)	Nearly every day. (+3)
Little interest or pleasure in doing things	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Feeling down, depressed, or hopeless	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Trouble falling or staying asleep, or sleeping too much	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Feeling tired or having little energy	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Poor appetite or overeating	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Feeling bad about yourself-- or that you are a failure or have let yourself down	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Trouble concentrating on things, such as reading the newspaper or watching TV	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Moving or speaking so slowly that other people could have noticed. Or so fidgety or restless that you have been moving a lot more than usual	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Thoughts that you would be better off dead, or thoughts of hurting yourself in some way	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

Calculate the score from the PHQ9 by adding the scores from all 9 fields together.

It sounds like you're feeling pretty overwhelmed right now. I'd like to add someone else to this call to provide some extra help.

Initiate a three-way call to Georgia Crisis and Access Line (GCAL) at: 1-800-715-4225

If they express anxiety or other mood disturbances:

Try to learn more about what they're experiencing (suicidal? Coping mechanisms? Etc.). If they appear to be in a current crisis:

"It sounds like you're feeling pretty overwhelmed right now. I'd like to add someone else to this call to provide some extra help." Initiate a three-way call to GCAL at 1-800-715-4225 If they display an acute need (displaying psychotic symptoms and/or those who need psychiatric medications ASAP)

Call Park Place at 404-616-4444 If you believe that this patient needs a referral to Grady Behavioral Health:

Route an in-basket message to the patients PCP to request a referral If they need telephone emotional support for coping during COVID:

Refer the patient to call the GA COVID Emotional Support Line at 866-399-8938

IV. Medications and Medical Supplies

Refer to your chart review for [pt_first_covid] [pt_last_covid]'s medications:
[chartreview_covid]

Do you usually use the Grady pharmacy for any of your medications? Yes
 No

Grady is asking patients NOT to come to the pharmacy to get their medications, so we can help stop the spread of coronavirus. It is still important that you get your medications during this time, so Grady is now shipping prescriptions instead. The shipments are free, and Grady is currently waiving copays on medications.

We recommend that you call your pharmacy and see if they are offering medication delivery or drive-through pick-up, so that you can stay healthy and avoid getting sick.
CVS, Walgreens, and Allcare Health all offer deliveries DoorDash is another possible option for prescription delivery

Do you need refills on any of your medications? Yes
 No

The refill process at Grady is a little different right now. For the next time you need refills:

If you have your prescription number (at the bottom left of your pill bottle), call 404-616-5500 10-14 days before your medicine runs out. You will need to enter this prescription number (including the 2 digits before the dash) and your birthday (MM/YY). If you need help doing this, you can press 0 to talk to a person at the pharmacy. After this, your medications will be delivered to your house. -or-

If you prefer to email the pharmacy to refill your prescription, you can email rxmailorder@gmh.edu 10-14 days before your medication runs out. Include your name, MRN, medications and supplies needed, address, and phone number.

Do you have refills remaining at the pharmacy? Yes
 No
 Unsure

Open the patient's chart in Epic to check their refills. Yes
 No

Click "Chart Review" --> "Encounters" --> "Rx30" to see their prescriptions.
Are there refills available on their medications?

Since you have refills available, do either of the following:

Either 3-way call or tell the patient to call 404-616-5500 (for an automated refill menu)

You must have the patient's full Rx numbers (##-####...) and DOB (MM/YY) to call this number Pressing 0 on their menu brings you to the call center The call center is BUSY, so avoid needing the call center if possible Email: There are 2 approaches to emailing for refills. You can tell the patient to email the pharmacy OR you can email the pharmacy on their behalf.

If you are instructing the patient to send an email to the pharmacy: Email rxmailorder@gmh.edu. Include your name, medications and supplies needed, address, and phone number. Instructions for if YOU (the caller) is going to send the email on their behalf are found at the end of this survey. Notes about pharmacy:

They are filling prescriptions up to 14 days in advance of running out. Anything that is more than 14 days away from running out cannot be filled yet. The quantity in each prescription depends on the patient's insurance. If the patient has had trouble refilling a prescription recently, tell them to call 404-616-5500 and press 0 to reach the pharmacy call center and talk to a person instead of emailing. If the patient's refill is URGENT (for an essential life-saving medication like insulin or albuterol needed in the next ~2 days), you should email the pharmacy on their behalf.

It sounds like you need more refills. We will contact your clinic's nurses, and they will let you know what to do to get more refills.

At the end of this call, Epic message the primary care clinic nurses (search for Green Pool Nurses). They will conclude whether the patient requires a telehealth visit or can get the refill another way.

Do you use Park Place for any of your care or medications? Yes
 No

All established Park Place patients should contact their provider directly regarding medication concerns. If the patient does not have their provider's voicemail number, please have them call (404) 616-4444.

Do you have enough other medical supplies to manage at home? Yes
 No
 N/A (Does not use any medical supplies)
(e.g. lancets, test strips, syringes, etc.)

What supplies do you need more of? Lancets
If you will follow up with the Grady pharmacy on their behalf, tell them: "I will include this information when I communicate with the Grady pharmacy." Test strips
 Monitor
 Syringes
 Pen needles
 Blood pressure cuff (not from pharmacy)
 Scale (not from pharmacy)
 Other (specify)

Specify what other supplies are needed: _____

Which type of test strip? _____
You can find this in the Rx30 in Epic if the patient does not know

V. Social Impacts and Support

Resources information here

Are you staying at home and away from other people? Yes
How are you managing? No

Are you or anyone in your household still going to work outside of your home? Yes
 No

Who leaves the house for work? You (patient)
 Housemate
 Other (specify)

Specify: _____

Is anyone living with you? Yes
If yes, remind them to call a doctor if their housemate(s) get sick. No

Does anyone check in with you sometimes? Yes
 No

Do you feel safe at home? Yes
 No

The Nia Project at Grady can help you with your situation at home. You can call them at 404-616-2897.

If needed, record any notes about how they are managing at home.

(OPTIONAL. This notes section is available to you if you need it. You are not expected to record data on this part of your conversation.)

Only provide information if you are certain it is correct. Avoid any medical or public health jargon. Use teachbacks if needed.

We can all do some things to slow down the spread of the coronavirus and stay healthy. These things include:

Stay away from people and stay inside your house Wash your hands often, for 20 seconds each time Don't touch your face with unwashed hands If you have to go out, stay at least 6 feet away from other people, and cover your face with a cloth mask or scarf. Here are some links for your reference:

If they have more questions about the shelter in place order, they can call the Georgia Coronavirus Hotline at (844) 442-2681 See more information about social distancing here, especially why it's important now. See here for some comprehensive tips on social distancing and limiting transmission to help answer any questions that may come up

Do you have enough food?

- Yes
 No
-

Are there other things you need at home?

Ask in an open-ended format, but please select all that apply.

Resources are here.

If you can't find a relevant resource: "I'm glad you brought this up. Grady is making a list of things that people need, and I will add this. -OR- Let me call you back with more information."

If you want to refer to a URL, ask "Are you able to get online" (through phone or computer)

- Grocery shopping/getting food
 Childcare
 Educating children
 Utility assistance
 Internet access
 Stable housing
 Rent assistance
 Housekeeping
 Transportation
 Job assistance
 Other (specify)
 No additional needs
-

Were your utilities turned off after April 1?

GA has a moratorium on utility shutoffs right now.

- Yes
 No
-

Please complete this form to document the utility shutoff after the moratorium.

If they indicate they are currently unhoused: Refer to Gateway or coordinated entry assessment site

If they express concern about eviction: City of Atlanta and DeKalb County have temporarily suspended evictions.

Specify additional need(s):

For food only, refer the patient to:

The Atlanta Community Food Bank has a way to help you find food pantries near you. You can text "findfood" (no spaces) to 888-976-2232. You will be asked for your zip code, then you will get information about food pantries near you.

Refer to the Patient Resources document's "Food" section Updated list of pantries -or-

You also can apply online or by phone for SNAP benefits (food stamps):

Apply through the Gateway website: <https://gateway.ga.gov/access/> Or call DFCS customer service line:

877-423-4746 Other questions can be directed to 678-553-5917 SNAP recipients (and new eligible applicants) can now receive an extra \$100 on their EBT cards for March and April. (This would be especially helpful for the seniors who are currently only eligible for \$16/month).

For resources in addition to food (food, housing/rent, childcare, employment, utilities, transportation, etc.) refer the patient to:

You can text United Way for resources in your zip code:

Text 211 to 898211 Follow their prompts to receive resources in your zip code

If they have internet access:

Another option is to look for help on www.AuntBertha.com (read out the the spelling of this). It's a website where you can enter your zip code to find free or reduced price services, including for accessing food.

Notes on social needs:

(Please include anything that may be relevant for Grady to know.)

VI. Note about medical appointments

Many medical appointments will be postponed or done over the phone. We are only bringing people into the clinic if they NEED to be seen in person.

If you need to talk to your doctor for non-coronavirus symptoms:

If the need is urgent, call your clinic during normal office hours OR call Grady Hospital at 404-616-1000 so they can tell you what to do next. -or-

If you DO need to go to Grady, you need to cover your nose and mouth with a mask. Everyone will be screened for symptoms of respiratory illness and no visitors will be allowed except under certain circumstances.

VII. Summary:

- Wrap up your conversation with [pt_first_covid] [pt_last_covid]

Are there any other questions or concerns you would like to discuss? _____

I know we covered a lot today. Let's summarize the key things we discussed:

Mention any main points from the health check-in section, especially pertaining to coronavirus symptoms If they want to sign up for Grady Rx shipments: You can expect a call to finish signing up for the Grady pharmacy prescription delivery Mention any referrals that you will be making for them Remember, it is important to stay away from the hospitals right now to protect your health and the health of your loved ones

Thank you for speaking with me today, Mr./Ms. [pt_last_covid].

Yes
 No

We will keep trying to make these check-in calls for as long as we can.

Would you like someone to call you back in a couple of weeks?

VIII. Post-Call**- Document your follow-up from this call**

What, if any, did you refer the patient to?

- No referrals made
- Grady nurse advice line (404-616-1000)
- Grady Pharmacy
- Park Place for pharmacy follow-up
- Atlanta Community Food Bank
- Aunt Bertha
- SNAP
- Georgia Crisis and Access Line (GCAL)
- Other mental health resources (specify)
- United Way (211)
- Telehealth visit
- Other (specify)

Specify what mental health resources you used/referred:

Specify what other resources you referred:

If you do not yet have encounter/note-writing access in Epic:

Write your Epic student note here.

Some students cannot submit a new note in Epic yet, but many can. If (and only if) you cannot write a note in Epic, please record your note here. It will be transferred to Epic.

Please use the following outline for your note:

Subjective: COVID-19 Symptom Screen: Health
Check-in: Social Check-in: Resources/Referrals:
[Your name], Emory Medical Student MS[#]

Did you document the student note via telephone encounter in Epic?

- Yes
- No

*PLEASE SELECT YES if you submitted the note in Epic

*PLEASE SELECT NO if you do not yet have Epic note access and you submitted your note here.

Did you route note to the PCP?

Notes should only be routed to the PCP if you are concerned that the patient has a health problem requiring urgent attention (e.g. COVID symptoms, medical emergency, mental health emergency)

- Yes, I routed the note to the PCP
- No, I did not route the note to the PCP but need to
- No, the note did not need to be routed to the PCP

Did you send the email for the Grady Pharmacy Sign up?

If you are emailing the pharmacy on the patient's behalf (and the patient is not emailing or calling the pharmacy themself):

Email ProviderRxMailOrder@gmh.edu If this is a routine request (most): Subject of email: "REGULAR request" Turnaround is currently 10-14 days, but is getting shorter, aiming for 5-7 days If the request is URGENT (e.g. need insulin/ albuterol/ advair/ lifesaving medication in the next 2 days): Subject of email: "URGENT: same day delivery needed" or "URGENT: (insert day needed, next 1-2 days) delivery needed" For both request types, email bodies include: MRN Patient name Patient phone number Patient mailing address List of medications and supplies needed Pharmacy where prescription was last sent or filled

- Yes
 No
 N/A (no medication refills required)

Did you share the preventative health video link (<https://emorycovid19.org/>) with the patient?

- Yes
 No

Do you have any notes or files to upload?