



# YALE MEDICAL STUDENT TASK FORCE (MSTF) ENDOCRINE PATIENT OUTREACH PROGRAM

Volunteer Training Guide

Spring-Summer 2020

Yale MSTF training guide for student volunteers during the COVID-19 pandemic

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## *MSTF Patient Outreach Volunteer Flow*

### Basic Volunteer Responsibilities

- All volunteers should follow the phone outreach script exactly. It is imperative that medical students do not provide any medical advice during these phone calls. You are purely acting as a medical student coordinator for patients whose appointments were previously cancelled.

### Step 1: Preparing for Patient Outreach

- Please create a Doximity account that will be linked to Yale MSTF.
  - o You will be assigned an MD who you will then need to add as a manager on Doximity. Please see the MSTF Doximity instruction manual for additional information.
- Please review the phone outreach script.
- If your patient's primary language in EPIC is a language other than English, please call the YNHH interpreter line (203-680-1111) prior to calling your patient.
- *Please be aware that the schedulers for the Department of Endocrinology are actively working to contact patients and reschedule appointments. Please check on EPIC (go to Chart Review, then Encounters) to see if the patient has a future appointment scheduled, and if the appointment is within one week, you do not need to call the patient.*

### Step 2: Calling Patients

- All calls should be made from 9am-4pm and in a private, HIPAA-compliant environment.
- Please call the preferred phone number listed for the patient on EPIC. If the patient picks up the call, please follow the script.
  - o Please be prepared for patients to have many questions about the COVID-19 pandemic. It is not your role to give clinical advice on this topic. You can provide general knowledge based on the MSTF COVID-19 Fact Sheet and refer them to the Yale-New Haven Hospital COVID-19 hotline as necessary.
- If the patient does not pick up the call, please try to contact them a second time during the same day. Do not leave a voice message.

### Step 3: Post-Call Action Items

- If your patient has no urgent medical needs, please use the volunteer Patient Encounter EPIC Message Template to write a secure EPIC message to the provider the patient was scheduled to see. You must write an EPIC message to the provider after a patient phone call.
  - o It is your responsibility to ensure that the message has been received by the provider. If you have not heard back within a week, please email the on-call Communication Liaison.
  - o To write the message in EPIC, go to Chart and type in patient's MRN. In patient's chart, at the bottom left-hand corner, press the More button and select Send Message. Next, select Staff. In the Staff Message, select + Care Team and select the desired provider. Write the message using the Patient Encounter EPIC Message Template.
- If your patient does have urgent medical needs, please contact the on-call Faculty Liaison for further instructions. The Faculty Liaison will then reach out as needed to the Faculty Advisors.
  - o If you have any other questions, please contact the relevant MSTF leadership representative according to the MSTF Leadership Contact Directory.
- By 4:30pm at the end of the day, please submit the volunteer post-shift summary form detailing that day's patient outreach.

## *Phone Outreach Script for MSTF Volunteers*

Hello, is this [Patient Name Here]? My name is \_\_\_\_\_ and I am a medical student coordinator calling on behalf of the Yale Department of Endocrine in regards to your recent appointment cancellation in the setting of Yale New Haven Hospital's COVID-19 precautions.

1. I know this is a stressful time for everyone, so I wanted to start by asking how you are holding up during these unique and unsettling times.
2. At this time, almost all outpatient visits with the Yale Department of Endocrinology are being rescheduled as virtual visits in order to protect the health of our patients and providers. Has anyone reached out to you regarding rescheduling your Department of Endocrinology visit?
  - a. *If YES:* Great. Please do not cancel this appointment. Were you told if this appointment is via phone, video, or in-person?
  - b. *If NO:* Ok. A scheduler will be reaching out to you.
3. Our virtual visits are conducted via either phone or video call. If you would prefer a video visit, you must have both a MyChart account and the MyChart app on your smartphone or tablet. Would you prefer a video visit over a phone visit?
  - a. *If YES:* Ok. Do you currently have a Yale-New Haven Hospital MyChart account and the MyChart app?
    - i. *If YES:* Great.
    - ii. *If NO:* You can create an account at [mychart.ynhhs.org](http://mychart.ynhhs.org). If you require support, please email [mychartsupport@ynhh.org](mailto:mychartsupport@ynhh.org) or call (203) 688-2231. You can download the MyChart app from the App store on either your smartphone or tablet.
4. Are there any medications that your endocrinologist prescribes that you need urgently refilled?
  - a. *If YES:* What is the name, dosage, and Rx number of the medication? What is the name and address of your preferred pharmacy? How many days do you have left on your current prescription?
  - b. *To volunteers:* *If the patient does not know their Rx number, that is ok.*
5. I will be sending a private message to your provider after this call regarding your healthcare needs. Do you have any urgent questions about your medication(s) or medication side effects that you would like to be relayed to your provider?
6. Do you have any urgent questions about your health condition(s) that you would like to be relayed to your provider?
7. Have you experienced a decline in your health that you think needs to be more urgently followed up virtually with a healthcare professional?
  - a. *If YES:* Could you please explain the change in your health?
    - i. *If you think your patient is experiencing an acute medical emergency:* I think you are experiencing a true medical emergency that needs immediate attention. Please hang up and call 911 now.
    - ii. *For all other concerns:* I will relay these concerns to your provider after I finish this call.
  - b. *If NO:* We are glad to hear that you have no urgent concerns.
8. *If your patient has any question about COVID-19, please refer to the MSTF COVID-19 Fact Sheet. You may also refer them to the YNHH COVID-19 hotline, at 833-ASK-YNHH (833-275-9644). Please only share general knowledge – NOT medical advice – regarding COVID-19.*
9. Before we finish this call, I wanted to ask: do you feel that this call was helpful to you?
10. Thank you for your patience as we try to keep our community safe during this difficult time. I will make sure to update your healthcare provider about everything we discussed today.

## *MSTF COVID-19 Fact Sheet (Source: CDC)*

### **Q: How does the virus spread?**

**A:** The virus was first linked to an animal market in Wuhan, China. However, the virus is now spreading person to person via respiratory droplets. It may be possible for someone to contract the virus by touching a surface or object that has the virus on it, then touching their own mouth, nose, or possibly their eyes. Currently, there is no evidence to support the transmission of COVID-19 from food or packaging shipped over a period of days to weeks.

### **Q: How can I protect myself from COVID-19?**

**A:** First, **clean your hands often**. Wash your hands with soap and water for at least twenty seconds, especially after you've been in a public place or after blowing your nose, coughing, or sneezing. If soap and water are not readily available, use a hand sanitizer with at least 70% alcohol. Cover all surfaces of your hands with hand sanitizer, then rub them until they feel dry. Avoid touching your eyes and mouth with unwashed hands. Second, **please practice social distancing** if COVID-19 is spreading in your community. Social distancing is defined as placing greater than 6 feet of distance between you and another person. Please also avoid close contact with people who are sick. Third, **please only wear masks if infected with COVID-19**. Masks are currently only recommended for healthcare workers and those actively infected with COVID-19.

### **Q: Who is most at risk for getting seriously ill from COVID-19?**

**A:** Everyone is at risk of getting COVID-19. However, some people may be at higher risk for becoming seriously ill if they contract COVID-19. This includes people 65 years and older, people who live in a nursing home or long-term care facility, people who are pregnant, and people who have serious underlying medical conditions, such as heart disease, lung disease, end-stage kidney disease, diabetes, or weakened immune systems.

### **Q: Can I get tested for COVID-19?**

**A:** As of right now, outpatient tests in New Haven can only be performed by providers who can verify you have symptoms of COVID-19. If you think you have COVID-19, please contact your provider directly for more information on how to get tested.

### **Q: Can I get vaccinated against COVID-19?**

**A:** There is no current vaccine available for COVID-19. This may change with time.

### **Q: What should I do if I have had close contact with someone with COVID-19?**

**A:** Close contacts should monitor their health and call their health provider right away if they develop symptoms of COVID-19. You can be asymptomatic for up to 14 days and still be diagnosed with COVID-19. During this time, even if you are asymptomatic, you can still spread the disease to other people. Household members should stay in another room or be separated from the patient as much as possible. You should perform hand hygiene frequently.

### **Q: What should I do if I think I am infected with COVID-19?**

**A:** Call your healthcare provider if you think you have been infected with COVID-19 and develop symptoms, such as cough, fever, or shortness of breath. Please call before presenting to your local healthcare professional's office or the ED in order to prevent the spread of the virus.

## *Volunteer Patient Encounter EPIC Message Template*

Subject: MSTF Medical Student Patient Outreach Summary

Dear [Provider Name Here],

My name is [Your Name Here] and I am a volunteer with the Yale Medical Student Task Force (MSTF). The Department of Internal Medicine has enlisted our help in reaching out to Internal Medicine patients with appointments in the upcoming weeks that had to be cancelled in the setting of the COVID-19 pandemic. We are asking all patients about urgent prescription refills and medical concerns requiring the attention of a healthcare professional.

Today, I called your patient, [Patient Name Here, MRN]. You had an appointment with them scheduled for [Original Appointment Date Here]. They do not currently have a future appointment scheduled OR The patient's next appointment is scheduled for [Future Appointment Date Here]. The patient will wait to hear from the schedulers about rescheduling as a telephone/video visit OR The patient prefers to wait for an in-person visit in a few months if this is acceptable to you.

Your patient reports the following medical concerns:

1. Prescription refills: [NONE / Medication name, dosage, preferred pharmacy, number of days left on current prescription]
2. Medication concerns: [NONE / describe in patient's words]
3. Existing health concerns: [NONE / describe in patient's words]
4. New health concerns: [NONE / describe in patient's words]

In order to ensure closed-loop communication, please respond to acknowledge receipt of this message. Please also reach out if you have any questions.

Thank you,  
[Your Name Here]  
[Your Email Here]

## *MSTF Leadership Contact Directory*

### **Faculty Advisors**

*Any questions for faculty advisors should first be directed to Faculty Liaisons.*

Dr. Peggy Bia

Dr. Frank Bia

### **Project Managers**

*Any questions for project managers should first be directed to Faculty Liaisons.*

Dr. Peter Kahn

### **Faculty Liaisons**

*Please contact the on-call faculty liaison for any clinical questions.*

Annika Belzer – [annika.belzer@yale.edu](mailto:annika.belzer@yale.edu)

Emily Gudbranson – [emily.gudbranson@yale.edu](mailto:emily.gudbranson@yale.edu)

Mariana Budge – [mariana.budge@yale.edu](mailto:mariana.budge@yale.edu)

### **Student Liaisons**

*Please contact the on-call student liaison for questions about workflow.*

Sarah Fitzpatrick – [sarah.e.fitzpatrick@yale.edu](mailto:sarah.e.fitzpatrick@yale.edu)

Hannah Batchelor – [hannah.batchelor@yale.edu](mailto:hannah.batchelor@yale.edu)

Anna Zhao – [anna.zhao@yale.edu](mailto:anna.zhao@yale.edu)

### **Technology Liaisons**

Erin Yeagle – [erin.yeagle@yale.edu](mailto:erin.yeagle@yale.edu)

### **Education Liaisons**

Lucy Kohlenberg – [lucy.kohlenberg@yale.edu](mailto:lucy.kohlenberg@yale.edu)

Muriel Solberg – [muriel.solberg@yale.edu](mailto:muriel.solberg@yale.edu)

### **Communication Liaisons**

May Shum – [may.shum@yale.edu](mailto:may.shum@yale.edu)

Samer Hassan – [samer.hassan@yale.edu](mailto:samer.hassan@yale.edu)

Diego Armengol – [diego.armengol@yale.edu](mailto:diego.armengol@yale.edu)