

This document was edited for the purposes of the AAMC submission. Personal information and specific information regarding our in-house EMR was not included. We also edited some parts of the document for brevity.

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****MOST RECENT UPDATES****

(**Last Update: 4/28, 1:52 PM**, the updates will continue to be highlighted in the respective places)

All questions/concerns should be directed to the project managers [[CONTACT INFO REDACTED]].

This is a space in which we typically include updates to the protocol of the project. As the current situation is continuously evolving, the project has had to make changes to best adapt. As such, our volunteer packet has been a live document. We highlight any changes to the protocol in the packet as well as list them out on this page for easy access for volunteers to check prior to every shift they sign up for.

The Process...Behind the Scenes

1. Patient goes to www.coronatestct.com to register
2. Registration is submitted to schedulers
3. Patient gets tested for the virus
4. Tested patients are added to **Follow Up Schedule** post-test by M1 and M2 Volunteers
5. M3 and M4 Volunteers call patients
 - a. If the patient is symptomatic or clinical judgement indicates need for additional follow up, providers are made aware immediately
6. Results are received and the patient is notified.

WHAT ARE WE LOOKING FOR?

It is important to know that patients may be infected with the virus up to 2 weeks before presenting with symptoms. Typically a patient starts by experiencing fatigue, generalized malaise, and body aches. Within 3-5 days they normally develop a fever that may last 3-5 days and a cough that may linger. Coughs have been varying from dry and occasional to frequent and productive. About 3-5 days after the fever occurs normally the patient will either start to see improvement or get significantly worse.

WHEN THEY GET WORSE, WE ARE LOOKING FOR: shortness of breath, inability to catch their breath, chest pain, heavy chest, chest pressure, cyanosis, nasal flaring. How do they sound over the phone? Are they able to complete a full sentence? Do they sound SOB? Are they breathing heavy? Look out for signs.

Patients should be monitoring their O2 saturations. If they do not have a Pulse Ox they should be monitoring for these symptoms above.

Pulse Ox:

95% or higher = our goal

91-94% = monitor closely and consider adding in z-pak and hydroxychloroquine

<91% = pt needs to be hospitalized

Step by Step - Follow Up Call

1. Login with username and password
2. Add the appropriate note template for the type of call you are making (Follow-up call vs. Negative Results)
3. Make sure your schedule is visible (specific steps for how to populate the appropriate call on the respective EMR system is included)
4. Volunteer names are blocked out in the specific time slot that they sign up for. Names are listed in this slot with their assigned patients next to it. Click on your patient's appointment.
5. Check to ensure that your patient has not received their result yet.
6. Proceed with the appointment as noted in the script below.

Calling Patients

Download the Doximity app on your phone. When asked for the “Caller ID” Number you can use Murphy Medical Associate’s number.

Follow-Up Script

If the patient does not answer:

(We encourage you to try to call them again, if possible. But you may leave the following voicemail...)

Hi, this is YOUR NAME from Dr. Murphy’s office, looking to follow up with PATIENT’S NAME. I was just calling to check in with you. If you have any questions, give us a call back at ###-###-####. If not, we will try to reach out again tomorrow. Thank you.

****Please make sure to note in the billing notes that a voicemail was left with a timestamp and the status of the patient is left as pending.****

Someone other than the patient answers – Pt not available:

Hi, this is YOUR NAME from Dr. Murphy’s office. Is PATIENT’S NAME available? Can you please have PATIENT’S NAME call our office back at his/her convenience at ###-###-####. Thank you.

Routine Script for Follow Up:

Hello. This is YOUR NAME calling from Dr. Murphy’s office. Is PATIENT NAME available?

Hi PATIENT NAME, May I have your date of birth to confirm I have the correct person?

Thank you. I understand that you had the Corona Test done on DATE, is that correct? I was calling to touch base and follow up on how you are feeling. The results are still not in and may take up to 10 business days, though they have been coming back as soon as 2 business days. We wanted to follow up with you just to monitor your symptoms, and then someone will reach out to you to review your results once they are available.

Do you have any questions?

****If a patient ever has a question that you do not know the answer to – DO NOT TRY TO ANSWER BY MAKING UP SOMETHING – tell the patient that you are not 100% sure, that you**

will get in touch with with one of the providers and get back to them with the answer. Contact one of the project managers and they will get back to you ASAP**

IF THE PATIENT HAS CHEST PAIN, PLEASE CONTACT ONE OF THE PROVIDERS IMMEDIATELY.

Negative Results Call Script

If the patient does not answer:

Hi this is YOUR NAME from Dr. Murphy's office, looking to follow up with PATIENT'S NAME. When you have a chance, please give us a call back. Our number here is ###-###-####. Thank you.

****Please make sure to note in the billing notes that a voicemail was left with a timestamp and the status of the patient is left as pending.****

Someone other than the patient answers – Pt not available:

Hi this is YOUR NAME from Dr. Murphy's office. Is PATIENT'S NAME available? Can you please have PATIENT'S NAME call our office back at his/her convenience at ###-###-####. Thank you.

Routine Script for Negative Results:

Hello. This is YOUR NAME calling from Dr. Murphy's office. Is PATIENT NAME available?

Hi PATIENT NAME, May I have your date of birth to confirm I have the correct person?

I was just calling today to let you know that we have received your test results back for the Corona virus and you have been found to be negative, meaning that you do not have the virus.

How are you feeling?

Do you have any questions?

****If a patient ever has a question that you do not know the answer to – DO NOT TRY TO ANSWER BY MAKING UP SOMETHING – tell the patient that you are not 100% sure, that you will get in touch with with one of the providers and will get back to them with the answer. Contact one of the project managers and they will get back to your ASAP****

Please Note:

Many times, when you call these negative patients and they hear that results are negative, they automatically want to end the call. Please make sure that you are asking how they are and if they continue to have any symptoms.

You should consider ending your calls by saying: **“Although you are negative, which is great news, you are still at risk for exposure and contracting the virus. Therefore please make sure to stay safe**

and follow precautions. If you come into contact with a known COVID case or symptoms return or worsen, please do not hesitate to call our office and we would be more than happy to re-evaluate and/or retest you.”

Completing the Note

Choose the template you need...

@Corona Follow Up (Results Pending)

Complete Encounter Sections

Click on the Orange Bold “HPI” to start your note. You will have to focus on 5 sections within the note:

1. **HPI** - Add in any pertinent information. Is the patient self-quarantined? Is there anyone else in the home? Are they experiencing symptoms? More details the better!
2. **ROS** – use the “Corona” ROS template option for key factors. Add additional information under notes when needed.
3. **Exam** - change gender to male or female. If a child please indicate that the parent was present.
4. **Assessment** - Make modifications to the template as appropriate
5. **Treatment** - Do not need to change
6. **Billing** - Do not need to change.
7. Once completed, click “**Done**” to finish and send the note off to billing.
8. Go back to the main schedule (by clicking on “Practice” on the left side menu bar and select “Resource Schedule”) - Then start again on another patient!

IF PATIENT NEEDS ADDITIONAL ATTENTION

If you believe that the patient needs additional follow up due to symptoms/concerns, please document it and inform one of our providers. Our providers will then be in contact with the patient to follow up on the concerns you have addressed with them. The patients will continue to be followed by providers until the provider no longer feels that it is warranted.

If the patient has a question that you are unable to answer or believe that the patient needs to speak to a provider to be evaluated, please document this as described above and add in a description as to what is going on and why the patient needs to speak to a provider. This should only be done for non-urgent concerns.

If an urgent matter occurs you may refer them to 911 or contact Murphy Medical Associates directly @ ###-###-####.

IF THE PATIENT HAS CHEST PAIN, DO NOT PUT THEM ON THE NEEDS PROVIDER FOLLOW UP LIST. PLEASE CONTACT A PROVIDER IMMEDIATELY

FREQUENTLY ASKED QUESTIONS

If your question is not here please fill out the FAQ form and we will get back to you with an answer and update it on here ASAP. If you need immediate assistance, contact the project managers.

1. **What can I take for my symptoms:** Tylenol for fever and OTC cough medication to help with cough. Antihistamines can help if symptoms appear to be allergy related or for those who have post nasal drip.
2. **How can I protect myself?** Hand hygiene, practice social distancing, wearing a mask, using Lysol and wiping down common areas, washing sheets and towels often, covering coughs
3. **How long do I quarantine for if I am positive?** Until you test negative! In order to be considered negative after having a positive test, you need to have 2 negative tests at least 24 hours apart.
4. **I need a letter for XYZ reason, can you give me one?** We should be able to give you the letter you need. Volunteers alert providers that a letter is needed.
5. **How do we ask about "Psych complaints" for the ROS?** This is more addressing anxiety/depression. A lot of patients are complaining of SOB, and so this is where we determine if that SOB is more from a true respiratory issue or if it's anxiety related. Ask them how they have been dealing with being quarantined, when does these SOB happen, are they noticing they are feeling more down than usual (depression is a big one to look out for), how is their mood, any daily routines to help them get through things, support system, etc. This is where you can practice CS skills!