

Covid Clinic Start Up Guide

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In March 2020, the University of Chicago Medicine stood up a Covid Clinic that allowed patients to be seen in a walk in appointment or via a drive thru clinic. After many hours of planning, troubleshooting and practice, the University of Chicago's ambulatory covid clinic ("Covid Clinic") has a template that allows it to see 30 patients per hour or one every two minutes. This document will share the processes and tools that UCM used to create this clinic.

Telehealth

All patients being seen in the Covid Clinic are scheduled through the telehealth line. Patient registration through the telehealth line allows UCM to identify those patients that most need testing. Additionally, pre-registering/scheduling patients allows the Covid Clinic to minimize the time a patient spends in the curbside clinic and ensure that patients arrive at a steady pace. The telehealth line is open seven days a week and is able to get most patients scheduled the same day.

COVID-19 Telephone Screening Process:

1. Patient/Employee calls in to the COVID-19 Patient Telemedicine hotline
2. Staff asks for patient's first and last name and date of birth
3. Nursing staff completes Ambulatory COVID-19 Triage Protocol through a Telephone Encounter.
4. The patient is directed for appropriate follow-up according to COVID-19 Triage Classification (low, moderate, high-risk)
5. Patients/Staff meeting criteria for COVID-19 Testing will be routed to the scheduling Appointment Line.
6. Once the appointment is scheduled, the order will be placed by the RN, "per protocol".¹

STAFFING ROLES & QUALIFICATIONS:

1. COVID-19 Telephone Screening)²

Qualifications: RN
Trained & Competent in Telephone Screening COVID-19 Protocol
Role: Implement Telephone Screening COVID-19 Protocol (*Attachment B*)
Locations: Telemedicine Command Center (AS 3rd Floor)
Remote staffing dependent on Volunteers Remote Access
Hours: 7 days per week

2. COVID-19 Appointment/Registration

Qualifications: Schedulers Trained & Competent in scheduling new and established patents
Role: Schedule COVID-19/RVP Curb-Side Visit, Register employee as "New" for those employees who do not have a medical record number
Locations: Telemedicine Command Center
Remote staffing dependent on Volunteers Remote Access
Hours: 7 days per week

¹ Appendix 1 – Per Protocol Ordering

² Appendix 2 – Telehealth RN Training Guide

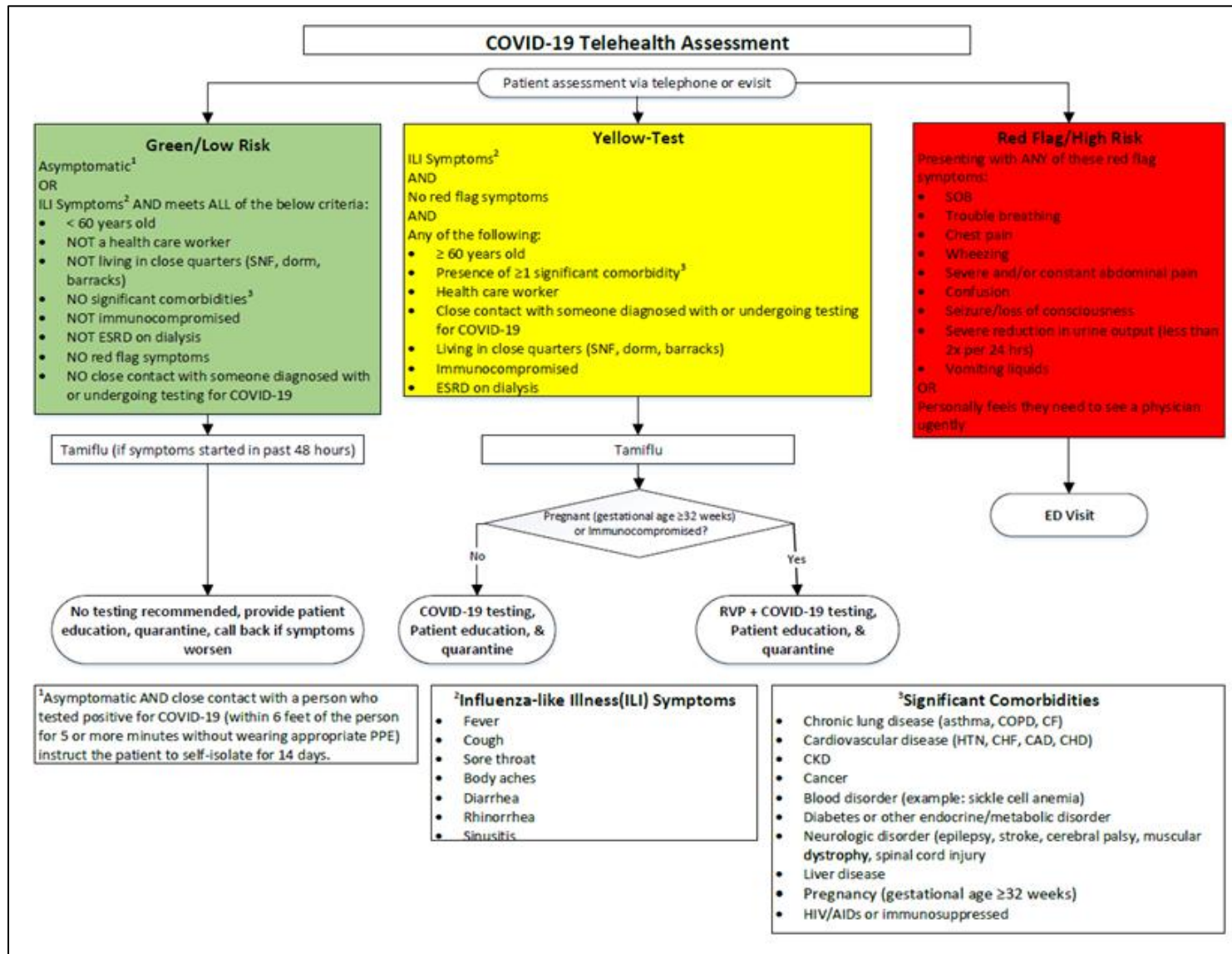
3. Curb-Side COVID-19 Check-In

Qualifications: PSR Trained & Competent in scheduling new and established patients

Role: Check-In Schedule COVID-19/RVP Curb-Side visits.

Locations: Covid Curbside Clinic

Telehealth Triage Process



Curbside Clinic

The Covid Clinic has a drive through component which enables a patient to get their covid-19 screening without having to leave the convenience of their car. The curbside clinic minimizes the amount of time that the patients are comingling in the same space and minimizes the amount of time that any given patient is near the clinical staff. The clinic staff is armed with a series of signs that they can use to communicate with the patient so the patient never has to roll down their window.

COVID-19 Drive Thru Process:

1. Patient drives to address and parks on the curb
2. Patient places an ID with first/last name and date of birth on the dashboard
3. Staff verifies identity, and then places label bag with label under the car's windshield, and points patient to the swab tent



4. Patient pulls into the swab tent and the staff comes over from tent 2 with the swab kit
5. Clinic staff applies label to swab
6. Staff collects specimen³⁴
7. Patient receives patient education form and departs⁵
8. Specimen placed in specimen holding container

³ Appendix #3 – Specimen Collection Instructions

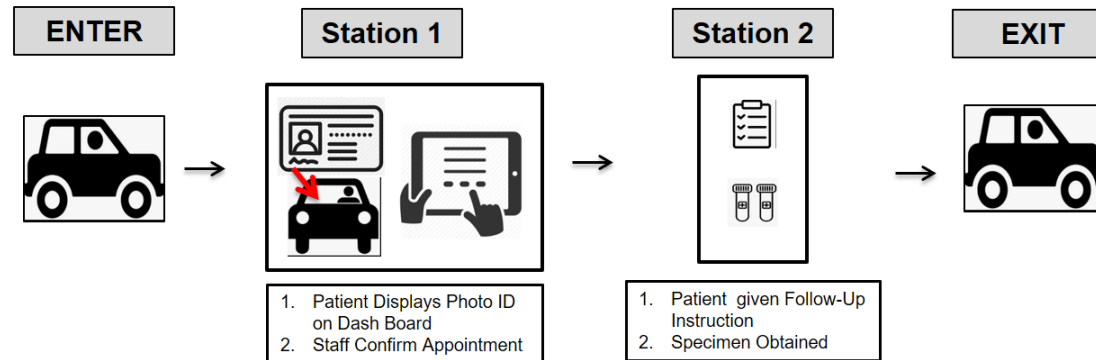
⁴ Appendix#4 - Double Bagging and Doffing PPE

⁵ Appendix #5 – Patient Education

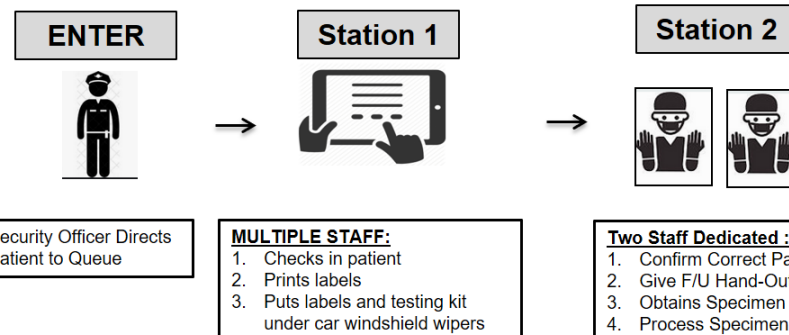


CONFIDENTIAL DRAFT

UChicago Drive- Through COVID-19 Testing: Patient Workflow



Staff Flow



Curbside Supply and Staffing List

Curbside Supply & List		
Tent 2	Tent 1	Minimum Staffing
1. Table 2. Walkie talkies 3. Gloves 4. Surgical masks 5. Blue gowns 6. Dry erase board 7. Computer 8. Purell 9. Alcohol Wipes 10. PDI Wipes	1. Tyvek Suits 2. Gloves 3. Surgical Mask 4. Eye Shields 5. Gloves 6. Testing Kits 7. Empty Bags 8. Patient Education 9. Walkie Talkies 10. Table 11. Computer 12. PDI Wipes 13. Bleach Wipes 14. Purell	1 - Person in Tent 1 to verify ID 2 - MAs in Swab Tent 1 - Admin to enter labs 1 - "Runner" to get all supplies 1 - MA/RN float to fill gaps

Covid Walk-in Clinic

While there are many benefits to the curbside clinic, there are a variety of reasons for why a patient would prefer to walk in to a clinic for covid testing. The process steps in a walk through clinic are similar to a drive thru clinic but with additional precautions to ensure that everyone remains socially distant.

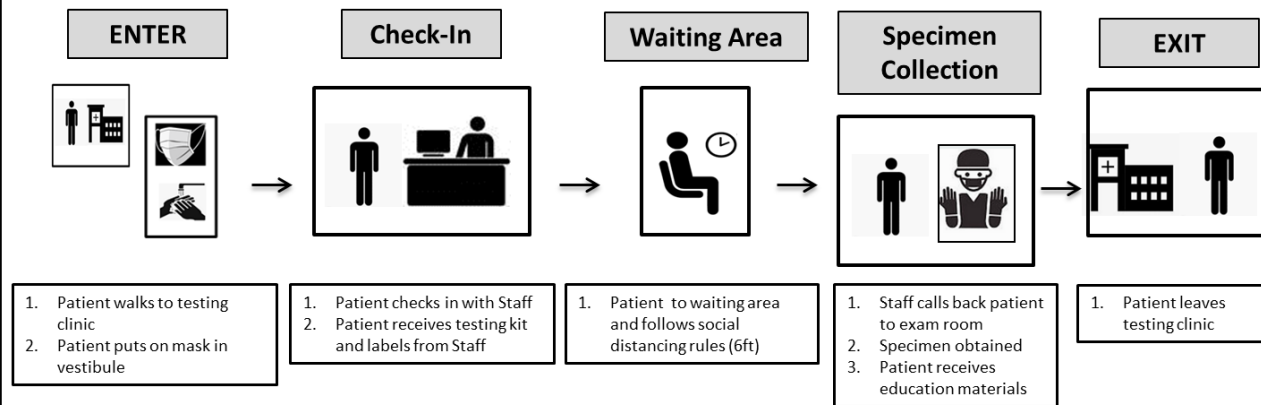
COVID-19 Walk-In Process:

1. Patient arrives and immediately encounters sign requiring patient to put on a mask and Purell their hands
2. Patients walk up to the red line where they stop and "check in" with the front desk

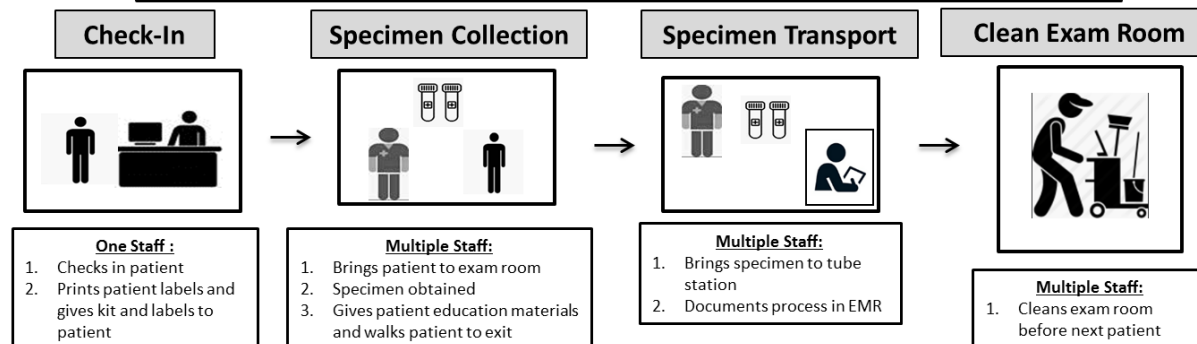


3. Patient takes a seat in the waiting room where chairs are placed 6 ft. apart.
4. Runner greets the patient with a bag that includes the specimen label, confirms patient's identity and takes patient to the adjacent "exam room"
5. Clinician greets patient and enters an available station (designated by a green dot)
6. Clinician collects specimen from the patient
7. Clinician gives patient education, flips the green dot sign over to a red dot, and points the patient to the exit
8. Clinician places specimen in cooler and changes PPE
9. Environmental Services cleans the room and flips the red dot to a green dot; green dot signals the room is ready for a patient

UChicago Non-Driving COVID-19 Testing: Patient Workflow



UChicago Non-Driving COVID-19 Testing: Staff Flow



Walk-In Supply and Staffing List

Curbside Supply & List			
Patient Entry/Vestibule	Reception	Nurse Station/Exam Rm	Minimum Necessary Staffing
1. Surgical Masks 2. PDI Wipes 3. Purell	1. HIPAA Bin 2. Pens 3. Whiteboard 4. Walkie Talkie 5. Patient Education 6. Label Printer 7. Plastic Baggies 8. Computer	1. PPE Storage System 2. Yellow Gowns 3. Eye Shields 4. Surgical Masks 5. Gloves 6. PDI Wipes 4. Bleach Wipes 5. Testing Kits 6. Plastic Baggies 4. Computer 5. Dry Erase Board	1. Receptionist 2. Nurse (swabbing) 3. Runner/Cleaner

Appendix



**University of Chicago Medical Center
Ambulatory Protocol**

Title: AMB Coronavirus disease (COVID-19) and Respiratory Viral Panel (RVP) Lab and Medication Ordering
Issue Date: March 2020

Revised Date: Annual

Department(s): UCMC

Protocol Type: Registered Nurse (R.N.), Licensed Practical Nurse (L.P.N.), and Medical Assistant (M.A.) driven protocol

Scope: This protocol applies to patients suspected of having Coronavirus disease (COVID-19) or other respiratory viral illness.

Purpose of Protocol:

To improve patient outcomes by facilitating timely care and treatment and improved compliance and satisfaction for patients in need of routine labs and medications with no current orders in Epic. This will be accomplished by empowering RNs/LPNs/MAs to place appropriate lab and medication orders, allowing for more timely treatment by RNs/LPNs/MAs and/or providers.

Inclusion Criteria:

- Established UChicago Medicine (UCM) patients who utilize the COVID-19 nurse triage hotline and have influenza-like-illness (ILI) symptoms (See Appendix A or definitions below) who meet ANY of the following criteria:
 - ≥ XX years old
 - Health care worker
 - Living in close quarters (i.e. Nursing Home or Dormitory)
 - ≥ 1 significant comorbidity (See Appendix A or definitions below)
 - Recent travel or close contact to someone who recently traveled to areas with widespread COVID-19 or close contact with a confirmed case of COVID-19.

Exclusion Criteria: Patients who do not meet the inclusion criteria.

Definitions:

1. Coronavirus disease (COVID-19): an infectious disease caused by a new virus that causes respiratory illness with symptoms such as cough and fever.
2. Established UChicago Medicine patients: Patients who have a medical record number at UChicago Medicine
3. Influenza-like-illness symptoms: fever, cough, sore throat, body aches, runny nose, vomiting, diarrhea, weakness, headaches, sinus congestion and/or pain, rash
4. Significant comorbidities: chronic lung disease, cardiovascular disease, CKD or ESRD, cancer, blood disorder, diabetes or other endocrine/metabolic disorder, neurologic disorder, liver disease, HIV/AIDS or immunosuppressed, pregnant or given birth within 2 weeks

Procedure:

1. Determine that patient meets inclusion criteria and no exclusion criteria exists.

2. See Epic tip sheet (Appendix B) for information on how to properly complete telephone encounter
3. Ensure patient has receive proper education according to appropriate level of triage
4. Ensure patient has been ordered Tamiflu if indicated by appropriate level of triage
5. Ensure if patient needs a lab appointment they have been routed to appropriate pool
6. Ensure if patient needs a follow up call they have been routed to the appropriate pool

Interpretation, Implementation, and Revision:

The Practice Medical Director, in collaboration with administrative and nursing leadership, is responsible for ensuring appropriate use of this protocol; including ensuring application to appropriate patient populations and compliance with all applicable policies and standards. Revisions to the protocol require approval by the Chief Ambulatory Medical Officer, Executive Director for Ambulatory Nursing, and designated Medical Staff committees.

COVID-19 RN Telehealth Training Materials

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Definitions:

- **Intake:** Caller calls into the call center (773)-702-2800 and RN triages patient to Green, Yellow Test, or Red Status.
- **Follow up Lab Result:** Returning normal lab results to patients. Normal is considered any result that is NOT positive for COVID-19.

Patient Education: www.uchicagomedicine.org/coronavirusinfo + MyChart

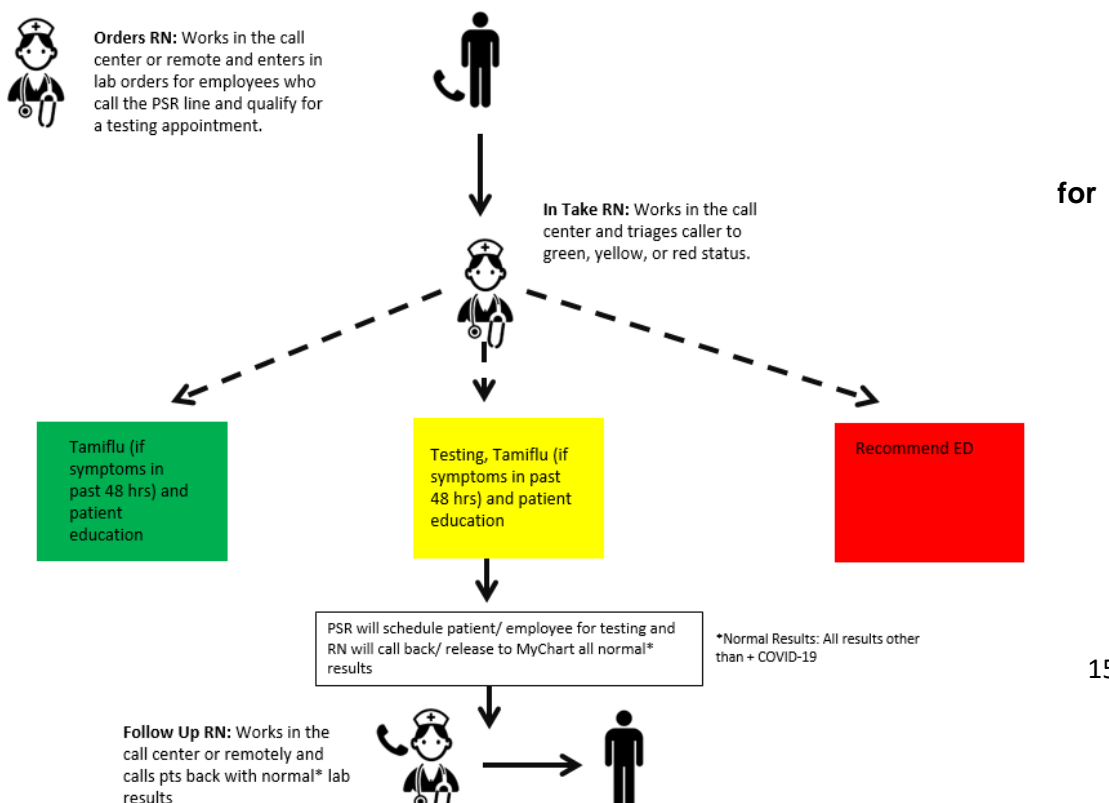
Help Line Pagers:

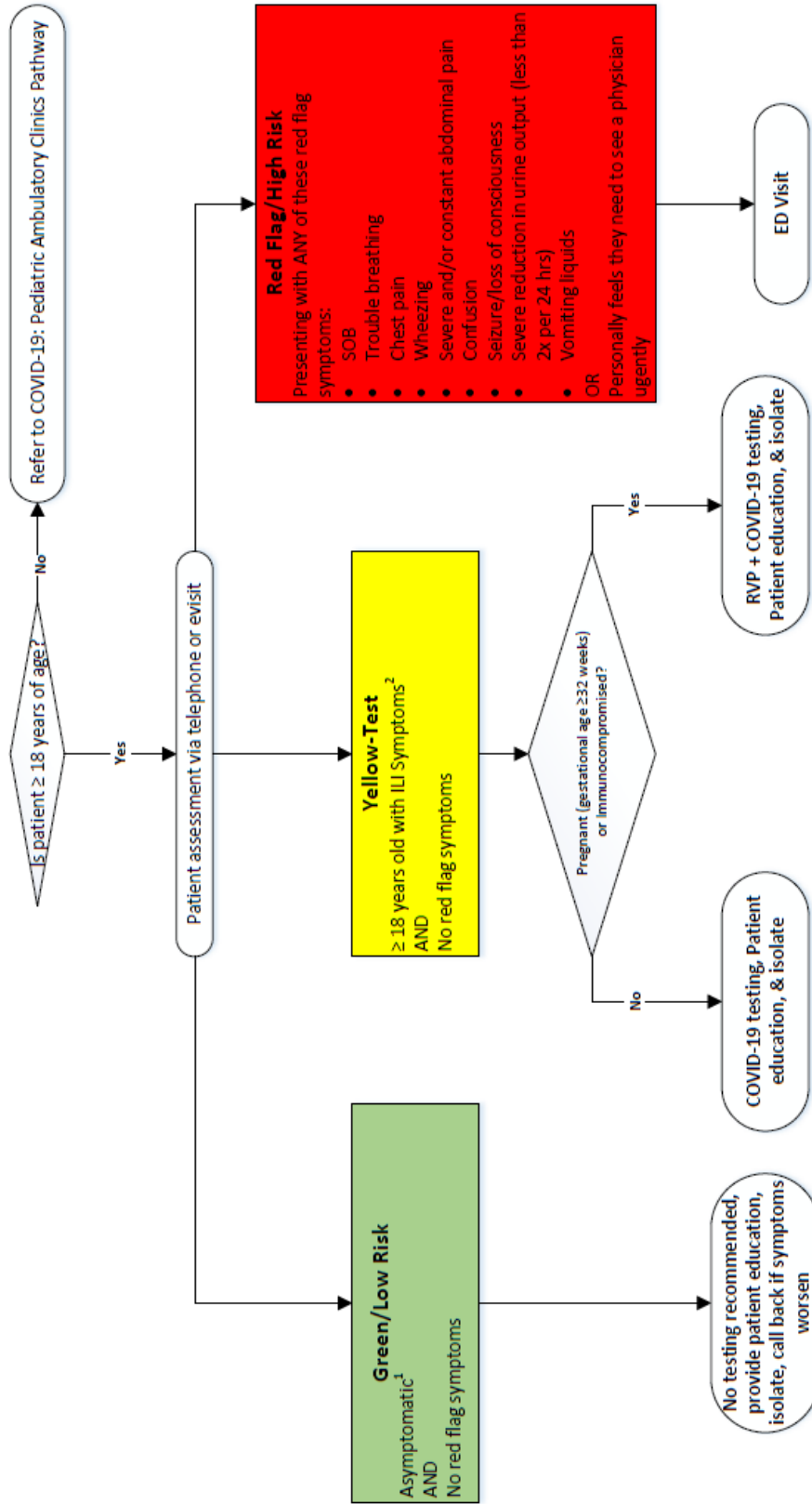
Clinical Support
(30054) Epic Support
(30053) Telehealth
Center Leader (30052)

Authorizing Provider

all orders: Kenneth
Nunes, MD

Process Overview:



²Influenza-like Illness(ILI) Symptoms

- Fever
- Cough
- Sore throat
- Body aches
- Diarrhea
- Rhinorrhea
- Sinusitis

¹Asymptomatic AND close contact with a person who tested positive for COVID-19 (within 6 feet of the person for 5 or more minutes without wearing appropriate PPE) instruct the patient to quarantine for 14 days.

Asymptomatic UCM/BSO health care workers may continue to work with a mask per UCM policy

Intake Scripting

All Callers

Intake Nurse: Thank you for calling the University of Chicago Medical Center COVID-19 Hotline, my name is [First Name]. How may I help you today?

.....
IF CALLER STATES THEY CHECKED THEIR MYCHART AND THEY ARE COVID-19
POSITIVE AND THEY ARE LOOKING FOR GUIDANCE
.....

Intake Nurse: We currently have a team of doctors working through their list of people to call back. We are sorry for the delay. Unfortunately, no one here at this call center is a doctor working on those calls. Rest assured someone will call you soon so please have your phone close by. I would also like to check to make sure we have the correct number on file for you.

What I will also do is take your name and number and escalate this situation to my supervisor. In the meantime, continue to self-isolate until you are called with further instruction. In the event you have

- SOB
- trouble breathing
- not able to eat or drink
- vomiting
- chest pain
- wheezing
- severe/ constant abdominal pain
- confusion, seizure/ loss of consciences
- diarrhea
- you have only urinated less than 2 times in the last 24 hours
- extreme fatigue

We advise you to go to your local ED.

If you are an employee of the University, we advise reaching out to your supervisor to discuss any questions related to work.

.....
CALLER STATES THEY RECEIVED A VOICEMAIL TO CALL THEM BACK WITH LAB
RESULTS
.....

Intake Nurse: Please give me your first name, last name and DOB so I can look you up in our system.

- **If labs are negative for COVID-19:** continue with scripting on page 12 for pertinent scripting.
- **If labs are positive for COVID-19:**

Intake Nurse: Unfortunately, this is not the department handling positive COVID-19 instructions. Rest assured someone will call you soon so please have your phone close by. I would also like to check to make sure we have the correct number on file for you. What I will also do is take your name and number and escalate this situation to my supervisor.

In the meantime, continue to self-isolate until you are called with further instruction. In the event you have

- SOB
- trouble breathing
- not able to eat or drink
- vomiting
- chest pain
- wheezing
- severe/ constant abdominal pain
- confusion, seizure/ loss of consciousness
- diarrhea
- you have only urinated less than 2 times in the last 24 hours
- extreme fatigue

We advise you to go to your local ED.

If you are an employee of the University, we advise reaching out to your supervisor to discuss any questions related to work.

CALLER STATES THEY WOULD LIKE TO BE SCREENED FOR COVID-19

Intake Nurse: Before we begin, can you please tell me if you are a current patient of the medical center, a pediatric patient or an employee of the medical center?

If the caller is not an established UCM patient

Intake Nurse: We need to get you registered as a patient before we can complete the screening.

- **If Offline PSR is available for warm transfer:** I am transferring you to a patient service representative that can get you registered. Once completed, the PSR will transfer you back to the Telehealth Line for screening.
 - **Transfer patient to Offline PSR at 5-0144 (stationed in room 318)**
- **If Offline PSR is unavailable for transfer:** Please provide me with your name and best contact number and a patient service representative will call you back shortly to get you registered. The PSR will then transfer you to the Telehealth Line to complete the screening.

If the caller is an employee:

Intake Nurse: Have you been tested already for COVID- 19?

- **Employee answers yes:** We are not retesting at this time, if your symptoms worsen or new symptoms develop, please reach out to your PCP or go to an urgent care for further evaluation and care. If you develop any

- SOB
- trouble breathing
- not able to eat or drink
- vomiting
- chest pain,
- wheezing
- severe/ constant abdominal pain
- confusion, seizure/ loss of consciences
- diarrhea
- you have only urinated less than 2 times in the last 24 hours
- extreme fatigue

you should see immediate medical care at the Emergency Room. If you are a UCM employee, you should continue following the Health Care Workers guidelines and reach out to your manager for more information.

- Health Care Worker Guidelines can be found on page 32 if needed for reference.

- **Employee answers no:** Are you currently experience a cough, fever, sore throat, body aches, diarrhea, runny nose or nasal congestion?

- **Employee answers yes:** Only Complete Symptom Portion of Questionnaire and See **EMPLOYEE Yellow Test** Scripting.

- **Employee answers “no” BUT has had exposure to COVID 19 person or area of travel:**
Intake Nurse: If you have been in close contact with a person who has been diagnosed to be positive for COVID-19 or returning from an area with high COVID-19 spread and you have NO symptoms, please refer to your direct supervisor for further instruction on working in accordance to our “universal masking” policy. This means, you can continue to work while wearing a mask provided to you by your manager. This mask will prevent the potential spread of your droplets on to hard surfaces such as keyboards and desks and therefore reducing the chance of spreading any illness you may have while being able to continue to work. This does not replace the normal PPE you would be wearing to care for patients. This mask is to be used at all times when standard PPE isn’t warranted.

In the event you begin to have influenza like illness symptoms while at work, including cough, fever, sore throat, body aches, diarrhea, runny nose or nasal congestion, you must leave work immediately and follow up with your direct supervisor for next steps.

Unfortunately, we do not provide any work letters and we refer you back to your supervisor for any other questions related to work. If you are concerned with any underlying health conditions you may have, please speak with you direct supervisor.

- **Employee answers no:**

Intake Nurse: At this time, we are NOT testing asymptomatic employees. However, in the event you have a cough, fever, sore throat, body aches, diarrhea, runny nose or nasal congestion please give us a call back for a testing appointment. If you are concerned with any underlying health conditions you may have or other questions about working, please speak with your direct supervisor.

.....
If the caller is calling in reference to a pediatric patient:
.....

Intake Nurse: At this time, we ask you speak with your pediatrician directly to determine eligibility for testing as this line is only handling patients who are 18 years of age or older.

.....
If the caller is a patient at the medical center or has recently registered with a PSR for an MRN:
.....

Intake Nurse: Please give me your first name, last name, and DOB so I can look you up in our system.

Intake Nurse: Thank you for your information. May I ask you to verify your current address and best contact number?

Intake Nurse: We will now proceed with the COVID19 Screen. Please answer all questions to the best of your ability.

.....
Follow the prompts in EPIC and complete the COVID 19 Screen.
.....

Triage Results of the COVID19 Screen and Completing the Call

Patient is Triage RED

Goal: Get patient to the Emergency Room

Intake Nurse: Based on your symptoms we recommend you seek care immediately at your local ED. If you do not have anyone to drive you at this time, please call 911 for assistance.

- If the caller wants to come to our ED, you can give them the address 5656 S. Maryland Ave. Chicago, IL 60637 (at the intersection of 57th and Maryland) and ask them to place a mask on upon entering the ED.

Patient is Triageed Green

Goal: Educate patient

Intake Nurse: Upon review of your assessment, you appear to be a low risk patient or what we call a green status patient. Patients are categorized into three levels, Green, Yellow, and Red. Red being the most serious and requiring emergent care. At this time, the physicians here at the medical center do not recommend any type of testing for someone in your situation. It is actually safer for you to remain at home and self-isolate rather than come to the medical center to be tested, which increases your risk of exposure if you do not have COVID-19.

In the event your symptoms remain the same or worsen, you should call your primary care provider or go to a local urgent care facility. Please be advised, that if you experience,

- SOB
- trouble breathing
- not able to eat or drink
- vomiting
- chest pain
- wheezing
- severe/ constant abdominal pain
- confusion, seizure/ loss of consciousness
- diarrhea
- you have only urinated less than 2 times in the last 24 hours
- extreme fatigue

We advise you to go to your local ED.

**If Patient is Asymptomatic, but has been in close contact with
a + COVID Person:**

Intake Nurse: If you have been in close contact with a POSITIVE COVID 19 person (not someone with symptoms or awaiting test results) we recommend you self-isolated for 14 days from the time you came into contact with that person. The CDC defines close contact as being within approximately 6 feet (2 meters) of a COVID-19 case for a prolonged period of time; close contact can occur while caring for, living with, visiting, or sharing a healthcare waiting area or room with a COVID-19 case or having direct contact with infectious secretions of a COVID-19 case (e.g., being coughed on).

If Patient is Symptomatic:

Intake Nurse: Before ending this call, I would like to review some final things with you. Since you are symptomatic, you should self-isolate for at-least 7 days after your symptoms have gone away.

➤ **Continue with call**

Intake Nurse: For detailed instructions on managing your health at home, and instructions for people who you may be living with there are a few educational documents I would like you to access. You can access these documents via MyChart after this visit or you can access them on our web page. Which would you prefer?

- **If caller wants to view them on the internet, please continue with script.**

Intake Nurse: Please visit uchicagomedicine.org/coronavirusinfo and look at materials under the “Green Status Patients” link

- **If caller requests access to MyChart, refer to epic tip sheet on how to send them an activation code or push documents to MyChart.**

PATIENT is Triageed Yellow Test

Goal: Educate patient and provide information on testing

Intake Nurse: Upon review of your assessment, you appear to be a medium risk patient or what we call a yellow status patient. Patients are categorized into three levels, Green, Yellow, and Red. Red being the most serious and requiring emergent care. That being said, you do qualify for testing.

In the event your symptoms remain the same or worsen, you should call your primary care provider or go to a local urgent care facility. Please be advised, that if you experience,

- SOB
- trouble breathing
- not able to eat or drink
- vomiting
- chest pain,
- wheezing
- severe/ constant abdominal pain
- confusion, seizure/ loss of consciences
- diarrhea
- you have only urinated less than 2 times in the last 24 hours
- extreme fatigue

We advise you to go to your local ED.

Before ending this call, I would like to review some final things with you.

Since you are symptomatic, you should self-isolate in your home until you get your test results back.

For now, I will route your call to one of our schedulers who will be calling you back within 24 hours to schedule you a curb side testing appointment and will be giving you further instructions at that time. Results can take up to two days and you will receive them via MyChart or a phone call. Lastly, can I please verify your phone number in which we can best reach you on so we can schedule your appointment?

For detailed instructions on managing your health at home, and instructions for people who you may be living with there are a few educational documents I would like you to access. You can access these documents via MyChart after this visit or you can access them on our web page. Which would you prefer?

- **If caller wants to view them on the internet, please continue with script.**

Intake Nurse: Please visit uchicagomedicine.org/coronavirusinfo and look at materials under the “Yellow Status Patients” link

- **If caller requests access to MyChart, refer to epic tip sheet on how to send them an activation code.**

If patient is requesting for additional treatment refer them to their PCP or Urgent Care.

EMPLOYEE is triaged to **YELLOW TEST**

Goal: Provide employee information for testing

Intake Nurse: Upon review of your assessment, you do qualify for testing since you are a symptomatic employee here.

Intake Nurse: In the event your symptoms remain the same or worsen, you should call your primary care provider or go to a local urgent care facility. Please be advised, that if you experience,

- SOB
- trouble breathing
- not able to eat or drink
- vomiting
- chest pain,
- wheezing
- severe/ constant abdominal pain
- confusion, seizure/ loss of consciences
- diarrhea
- you have only urinated less than 2 times in the last 24 hours
- extreme fatigue

We advise you to go to your local ED.

For now, I will route your call to one of our schedulers who will be calling you back within 24 hours to schedule you a curbside testing appointment and will be giving you further instructions at that time. **In the meantime, you should not go to work until your test results have come back. Results can take up to two days and you will receive them via MyChart or a phone call. We do not provide any work letters and we refer you back to your supervisor for any other questions related to work. Please speak with your supervisor if you have any other questions regarding your work schedule.** Lastly, can I please verify your phone number in which we can best reach you on so we can schedule your appointment?

Follow Up for Lab Results SOP

RNs will complete a follow-up phone call to review “NORMAL” labs within 1 – 2 business days.
All abnormal labs (+ COVID-19) will be communicated to patient through Infection Control Department.

Definitions:

- **Normal Labs:**
 - Any positive lab EXCLUDING COVID-19.
 - Any negative lab result INCLUDING COVID-19
- **Abnormal Lab: Positive COVID-19**

1. Review patient list in “COVID-19 Follow Up Test Result” Pool to see which patients are due for follow up call to convey lab results.

2. Review patient’s previous eVisit or Telehealth encounter note.

3. Review lab results from curbside testing appointment and determine if the results are normal or abnormal as defined above.

- If normal, see scripting options and then proceed to step 4.
- If abnormal, the Infection Control Department will notify patient of result.
 - **“Done” message from InBasket for privacy concerns**

4. Document within a Telephone Encounter using one of the following SmartPhrases:

- **All negative Results:** (Only these can be released to MyChart **WITHOUT** a phone call if they have an active MyChart Account. All other results require a phone call)
 - **Epic Note:** Contacted patient and reviewed negative Viral Panel and negative COVID-19 test results. Encouraged patient to call their primary care provider if symptoms worsen. Patient verbalizes understanding.
 - **MyChart:** Your labs have come back normal. Please reach out to your primary care provider if you have any additional questions.
- **+ Influenza Result:**
 - **Epic Note:** Contacted patient and reviewed positive influenza result. Reviewed Influenza education “Influenza: What You Need to Know”, which included instructions on when to seek emergency medical care. Encouraged patient to call their primary care provider if symptoms worsen.
 - **MyChart Note:** Your labs have come back positive for influenza. Please reach out to your primary care provider if you have any additional questions.

5. After speaking with the patient, release labs within Epic and “DONE” the message in the in-basket.

Note: COVID-19 labs will auto release in 24 hrs.

6. If you do not speak with patient, leave a message to call us back at 773-702-2800. After two attempts of calling, document attempts in epic and release labs in MyChart and “DONE” the message in the in-basket.

Follow Up for Lab Results Script

All Negative Test Result and Patient has Active MyChart

Release results to patient.

MyChart Message: “Your labs have come back normal. Please reach out to your primary care provider if you have any additional questions”

All Negative Test Result and Patient Doesn't have MyChart

Follow Up Nurse: This is [FIRST NAME] calling from the University of Chicago Medical Center, may I please speak to [PATIENT FIRST NAME]? Before we proceed, can you verify your first and last name and date of birth?

Follow Up Nurse: We received your test results and they have come back negative. If you haven't been around anyone with a confirmed case of COVID-19 please continue to self-isolate for at least 24 hours after your symptoms resolve.

If you have had “close contact”, which is defined as within 6 ft for greater than 5 min without protective gear, with a positive COVID-19 person, please continue to self-isolate for 14 days from your initial contact with the person. If you need a copy of your results, you will find them on MyChart. Unfortunately, we cannot send them via e-mail, mail, or fax.

If Patient is an EMPLOYEE

If you have any work related questions, please speak with your direct supervisor. We are not providing work letters at this time but if you need proof of your results, we can send them to you via MyChart only. If you do not have MyChart, I can send you a code to activate it. Once it is activated, we can release your results to you.

➤ Continue with call

If you feel like you are getting worse, please seek advice from your primary care provider as the services of the call center are limited to just testing. Please let him or her know that you have come back negative for COVID-19 [and (insert name of other lab if applicable)]

In the event you have:

- SOB
- trouble breathing
- not able to eat or drink
- vomiting
- chest pain,
- wheezing
- severe/ constant abdominal pain
- confusion, seizure/ loss of consciences
- diarrhea
- you have only urinated less than 2 times in the last 24 hours
- Or extreme fatigue

we advise you to go to your local ED.

If patient is requesting additional treatment, refer them to their PCP or Urgent Care.

If caller requests access to MyChart, refer to epic tip sheet on how to send them an activation code.

After speaking with patient or after two failed attempts to reach the patient, release labs into epic.

- **MyChart Message:** “Your labs have come back normal. Please reach out to your primary care provider if you have any additional questions”

Positive Flu Results

Follow Up Nurse: This is [FIRST NAME] calling from the University of Chicago Medical Center, may I please speak to [PATIENT FIRST NAME]? Before we proceed, can you verify your first and last name and date of birth?

Follow Up Nurse: We received your test results and you tested positive for the flu. Rest as much as you can and drink plenty of liquids. Continue to self-isolate for at least 7 days or until you no longer have a fever for at least 24 hours, whichever is longer. If you need proof of your results, we can send them to you via MyChart only. If you do not have MyChart, I can send you a code to activate it. Once it is activated, we can release your results to you.

If Patient is an EMPLOYEE

If you have any other work related questions, please speak with your direct supervisor. We are not providing work letters at this time but if you need proof of your results, we can send them to you via MyChart only.

➤ Continue with call

Please be advised, you should seek out advice from your primary care provider or specialists if you are immunocompromised and/or pregnant or if your symptoms worsen, as the services of this call center are limited to testing only.

In the event you have:

- SOB
- trouble breathing
- not able to eat or drink
- vomiting
- chest pain,
- wheezing
- severe/ constant abdominal pain
- confusion, seizure/ loss of consciousness
- diarrhea
- you have only urinated less than 2 times in the last 24 hours
- Or extreme fatigue

we advise you to go to your local ED.

For detailed instructions on influenza please visit uchicagomedicine.org/coronavirusinfo and look at materials labeled “Influenza: What You Need to Know” towards the bottom of the page.

If patient is requesting additional treatment refer them to their PCP or Urgent Care.

If caller has any questions about returning to work, refer them to their direct supervisor.

After speaking with patient or after two failed attempts to reach the patient, release labs into epic and “Done” the message in the in-basket.

- **MyChart Message:** “Your labs have come back positive for flu. Please reach out to your primary care provider if you have any additional questions”.

Positive Viral Illness Other Than Influenza or COVID 19 Results

Follow Up Nurse: This is [FIRST NAME] calling from the University of Chicago Medical Center, may I please speak to [PATIENT FIRST NAME]? Before we proceed, can you verify your first and last name and date of birth?

Follow Up Nurse: Your test results have come back and you tested positive for a respiratory virus or also known as a common cold. You did test negative for COVID- 19.

Continue to self-isolate until 24 hours after your fever and symptoms are gone.

If Patient is an EMPLOYEE

If you have any other work related questions, including returning back, please speak with your direct supervisor. We are not providing work letters at this time but if you need proof of your results, we can send them to you via MyChart only.

➤ Continue with call

Please be advised, you should seek our advice from your primary care provider if your symptoms worsen as the services of this call center are limited to testing only.

In the event you have:

- SOB
- trouble breathing
- not able to eat or drink
- vomiting
- chest pain
- rapid heart beat
- wheezing
- severe/ constant abdominal pain
- confusion, seizure/ loss of consciences
- diarrhea
- you have only urinated less than 2 times in the last 24 hours
- you have white spots in the back of your throat and your neck is swollen and sore
- Or extreme fatigue we advise you to go to your local ED.

For detailed instructions on influenza please visit uchicagomedicine.org/coronavirusinfo and look at materials labeled “Common Cold: What You Need to Know” towards the bottom of the page.

If patient is requesting additional treatment refer them to their PCP or Urgent Care.

If caller has any questions about returning to work, refer them to their direct supervisor.

After speaking with patient or after two failed attempts to reach the patient, release labs into epic.

- **MyChart Message:** “Your labs have come back positive for a common cold virus. Please reach out to your primary care provider if you have any additional questions”

Nurse Call Center

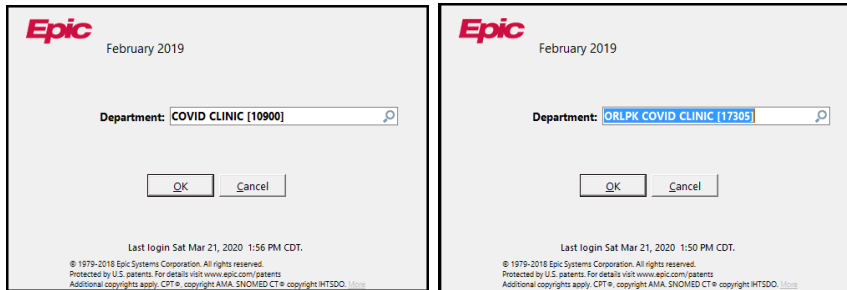
Telephone Encounter COVID-19 Screening

Summary

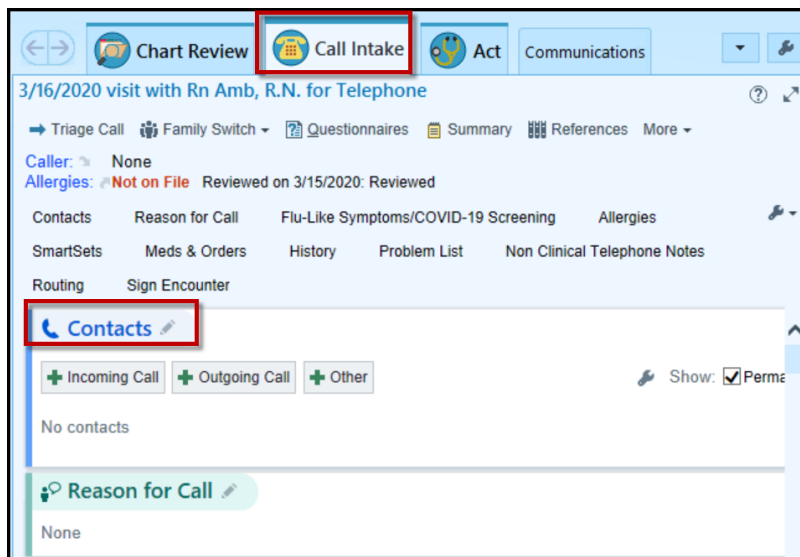
Create a telephone encounter for all in-bound and out-bound calls with patients to document the screening assessment for COVID-19.

Step-by-Step

1. Sign into the COVID-19 department (dept #10900) or Orland Park COVID-19 department (dept #17305)



2. Click the **Telephone Call** button. Search and find your patient. Select the applicable **Provider** and **Department**.
3. The **Call Intake** form opens. Document the details related to **Contact**.



4. Open the **Flu-Like Symptoms/COVID-19 Screening** section to complete the screening questions.

3/22/2020 visit with Rn Amb, R.N. for Telephone

→ Triage Call → Family Switch → Questionnaires → Summary → References → Open Orders → Dosage Table → More

Caller: Awesome, Jeremy
 Allergies: Bee Pollens, Gluten Protein Reviewed on 9/27/2019: Reviewed

Contacts Reason for Call **Flu-Like Symptoms/COVID-19 Screening** Allergies SmartSets Meds & Orders

History Problem List Visit Diagnoses Non Clinical Telephone Notes Routing Sign Encounter

Flu-Like Symptoms/COVID-19 Screening

Flu-Like Symptoms/COVID-19 Screening

Are you a UChicago Medicine or BSD employee?

Yes No

When did you first start having flu like symptoms?

Within the last 48 hours 3-7 days ago Over a week ago

- If inclusion criteria is met, the **Best Practice Advisory** window opens. The **Open Express Lane** option is selected by default. Click **Accept**.

BestPractice Advisory - Test, Marybelle

⚠ Please use COVID-19 Screening Express Lane to complete this workflow

Open Express Lane Do Not Open Flu Like Symptoms / COVID-19 Screening Express Lane Preview

✓ Accept Dismiss

Note: **Express Lanes** is an activity offering the ability to quickly review key information, place orders, select a progress note template, add patient instructions all in one screen with a few clicks.


6. The **Express Lane** activity is now open. Use the **Review** and **Express Report** sections to reference additional information about the patient.

The screenshot shows the Express Lane interface. At the top, there are tabs for 'Express Lane', 'Chart Review', 'Call Intake', 'Take Action', and 'Communications'. The 'Express Lane' tab is selected. Below the tabs, there are two main sections: 'Review' and 'Express Report'. The 'Review' section contains 'Allergies', 'Problem List', and 'Medications'. The 'Express Report' section contains 'Flu Like Symptoms / COVID-19 Screening Express Lane'. This section has a 'Click here for guidance on evaluating patient' link, which is highlighted with a red box. Below this link, there is a message: 'Message will be automatically routed as follows when encounter is signed: YELLOW TEST >>> COVID-19 APPT REQUEST POOL. YELLOW NO TEST >>> COVID-19 FOLLOW-UP CALL POOL'. There are also sections for 'Reason for Call', 'E-Visit or Telephone Screen', 'Diagnoses', and 'Medications'.

Tip: Select the **Click here for guidance on evaluating patient** link to reference the **COVID-19 Telehealth Assessment** criteria for Green, Yellow and Red statuses.

7. Click **Express Lane** or **Flu Like Symptoms / COVID-19 Screening Express Lane** section to open the form and complete documentation. Ensure there are no remaining **Hard Stops**.

The left screenshot shows the 'Flu Like Symptoms / COVID-19 Screening Express Lane' section. It has a 'Click here for guidance on evaluating patient' link and a 'Next' button. Below this, there is a message: 'Message will be automatically routed as follows when encounter is signed: YELLOW TEST >>> COVID-19 APPT REQUEST POOL. YELLOW NO TEST >>> COVID-19 FOLLOW-UP CALL POOL'. There are sections for 'Relevant Meds on Patient's Med List', 'Reason for Call', 'E-Visit or Telephone Screen', 'Diagnoses', and 'Medications'. The right screenshot shows the 'Progress Note' section. It has a 'Filter' button and a 'Collapse' button. Below this, there are checkboxes for 'E-Visit or Telephone Screen', 'Work/School Excuse Letter', and 'Patient Instructions'. There are also sections for 'Instructions' and 'LOS'.

8. Click through the Note to complete. Use the F2 keyboard key or gold arrow  on your note toolbar to activate the Assessment/Plan SmartList. Click Accept when finished.

This Visit | Notes | Edit Note

My Note | Tag | Share w/ Patient | Details

Progress Notes

Service: GENERAL MEC | Date of Service: 3/15/2020 | 09:16 PM

80 mg (2) Oral dose pack

dexamethasone (DECADRON) 4 mg Oral tablet

famotidine (PEPCID) 20 mg Oral tablet

prochlorperazine (COMPAZINE) 10 mg Oral tablet

Assessment/Plan: COVID-19 A/P: 927

Assessment/Plan: COVID-19 A/P: 927

Attached Files (0)

Sign when Signing Visit

Accept Cancel

9. Sign the Express Lane.

Rx Walgreens Drug Store 07250 - CHICAGO, IL - 2345 W 103RD ST AT SEC of Western & 103Rd 772.420.00

Click here for guidance on evaluating patient

Sign Express Lane

10. Click **Sign Encounter** to sign for the encounter. Based on statuses of Yellow Test documented in the assessment & plan section of the note, the encounter is then automatically routed to the appropriate pool for follow-up.

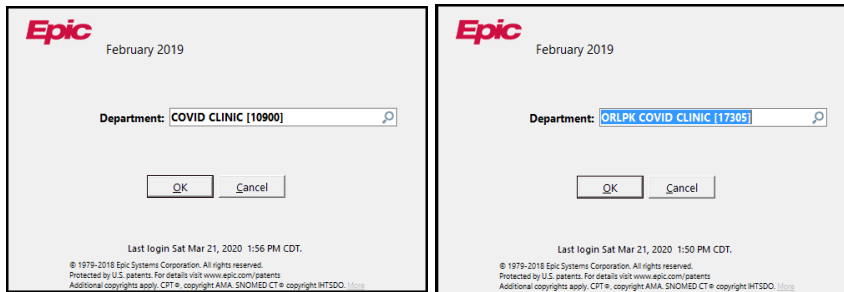
COVID-19 Results Follow-Up

Summary

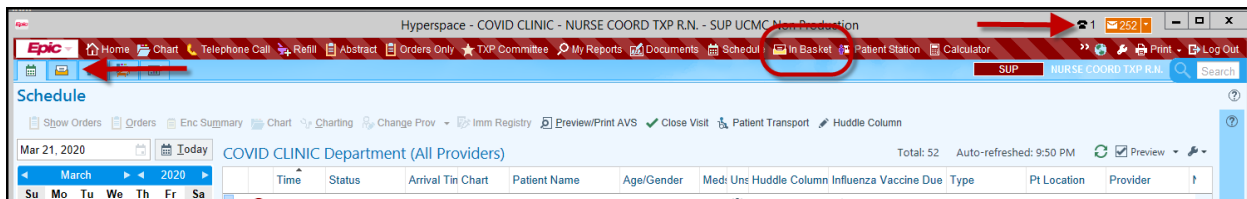
For patients that have negative COVID-19 lab results, nurses will be reaching out to patients via MyChart to inform them about their negative status. Nurses will not be reaching out to patients with positive results.

Step-by-Step

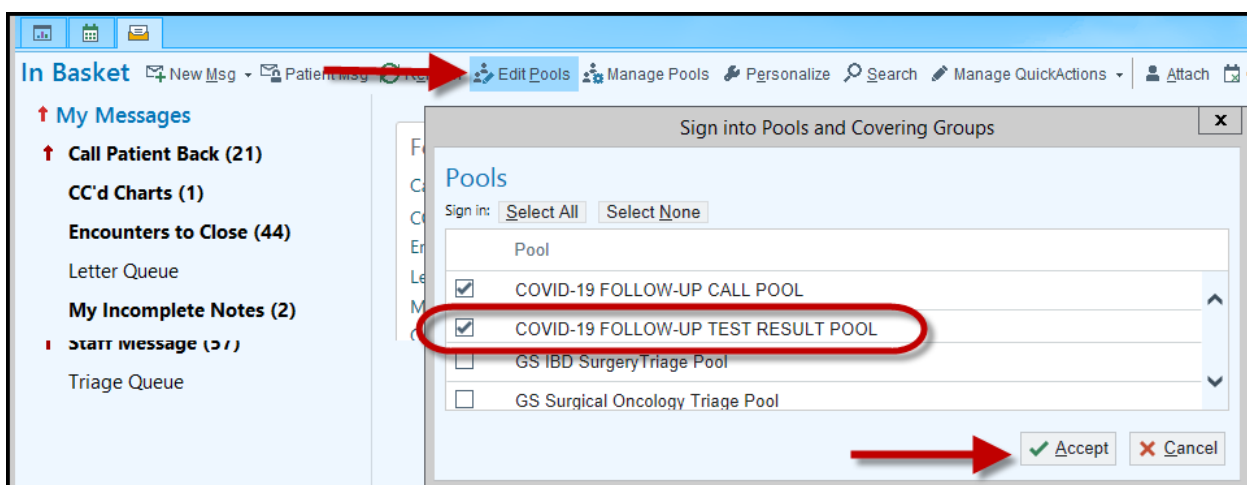
1. Sign into the COVID-19 department (dept #10900) or Orland Park COVID-19 department (dept #17305)



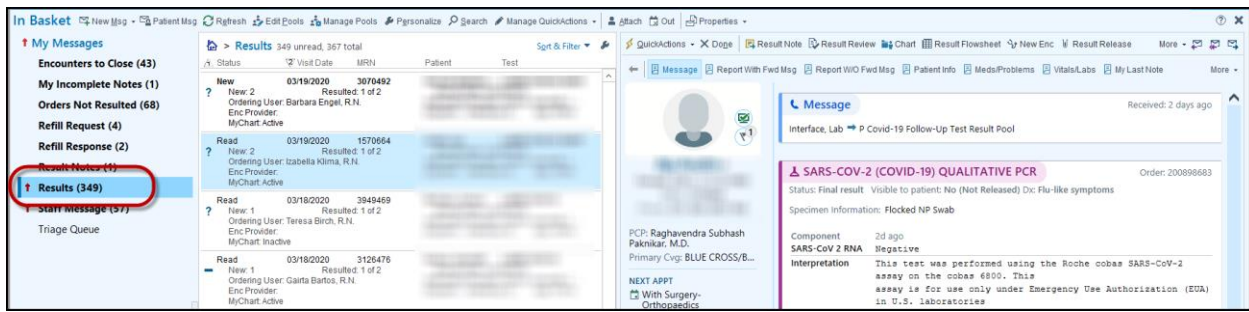
2. Click to access your In Basket. Click the left hand side tab, click the In Basket launch button or click the link to the messages in the “tickler.”



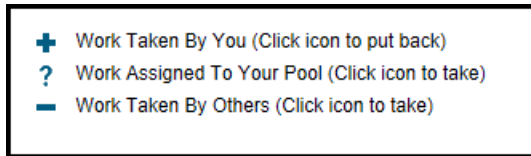
3. Click the **Edit Pools** toolbar button to confirm that you are in the COVID-19 FOLLOW-UP TEST RESULT POOL to receive and act on COVID-19 results. Click the sign-in checkbox as well if clicked off. Click Accept when finished. If you cannot see the Pool, please let a manager or Epic support know quickly. You cannot add yourself to the Pool.



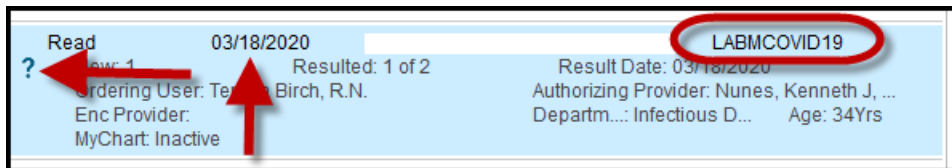
4. Find the Results folder. These are the results that were auto-routed to the pool as they were resultated.



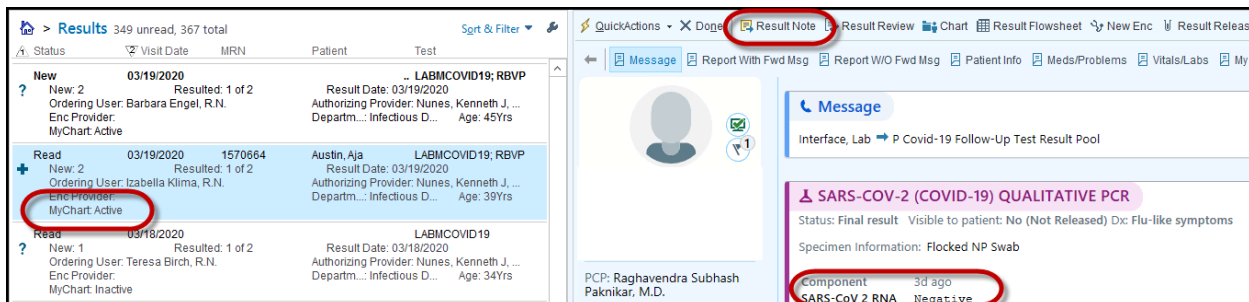
5. The messages follow the standard pool model.



6. Best practice is to scroll through the list to find the first, oldest unassigned COVID-19 Result message. Take responsibility for the message you are following up on by clicking on the icon . It instantly changes to a for you and to all others — the pool indicating that you'll be the owner of the message.



7. The message details appear once you've clicked the message. It's important to confirm that the patient has an active MyChart account. Click [here](#) for the tip sheet on Instant MyChart Activation. Once confirmed, click the Result Note button on the toolbar.



8. Select the orders you will be documenting on and unclick the checkbox in front of the **Route Note To** (InBasket recipient) field. Enter **.COVIDFOLLOWUPLABMYCHART** in the **MyChart Comment** workspace to add the COVID-19 specific SmartList that will allow you to efficiently attach a comment to a patient's COVID-19/influenza/viral test results.

The screenshot shows the 'MyChart Status' workspace for a patient named Harry COVIDTESTTWO. The 'Select Orders' section has two orders checked: 'INFLUENZA A/B & RSV PCR [97321235]' and 'SARS-COV-2 (COVID-19) QUALITATIVE'. The 'Route Note To' field is highlighted with a red box and a red arrow pointing to it. The 'MyChart Comment' field is also highlighted with a red box and contains the text '.covidf'. The 'Result Note' section shows the 'SARS-COV-2 (COVID-19) QUALITATIVE PCR' test results, including the status, visible to patient, Dx, specimen information, impression, and comment.

The screenshot shows a dropdown menu with the option 'COVIDFOLLOWUPLABMYCHART' selected. The menu also displays 'MyChart release for all negative results' and 'SmartPhrase for following up on COVID...'. A red box highlights the 'COVIDFOLLOWUPLABMYCHART' option, and a red arrow points to it. The 'Double - Click to Select' button is also visible.



The screenshot shows the 'MyChart Comment' field with the SmartList option 'COVID-19 LAB F/U MYCHART:200005' entered. The 'Press F2' button is visible at the bottom right.

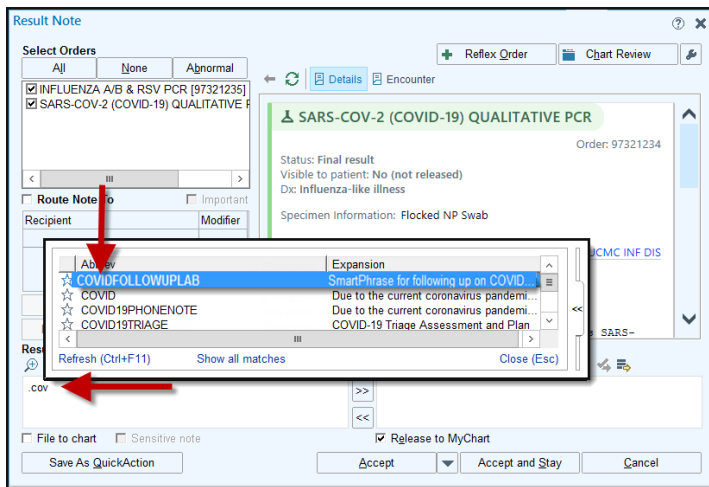
Select the appropriate option from the SmartList.

The screenshot shows the 'MyChart Comment' field with the SmartList option 'COVID-19 LAB F/U MYCHART:200005' entered. The 'Insert SmartText' button is visible at the top right. The 'COVID-19 LAB F/U MYCHART:200005' option is highlighted in yellow.

Note: The patient's **MyChart Status** has to be active in order to have a **MyChart Comment** field available for documentation.

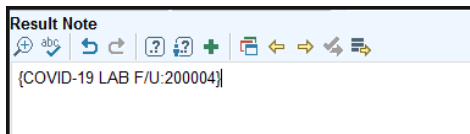
The notes described here are NOT a suggestion of your official documentation. If you have any questions on the content, please talk to your immediate supervisor.

9. In the **Result Note** workspace, you can use the **.COVIDFOLLOWUPLAB** SmartPhrase to add a SmartList that will allow you to efficiently enter appropriate documentation regarding COVID-19 follow-up test results.

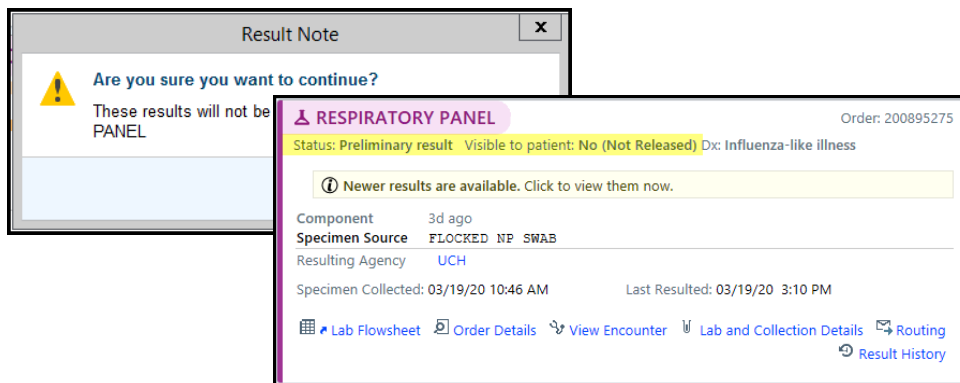


Finally, click the button to **Save as QuickAction** to be able to re-use this response. Click [here](#) to view the In Basket QuickActions tip sheet.

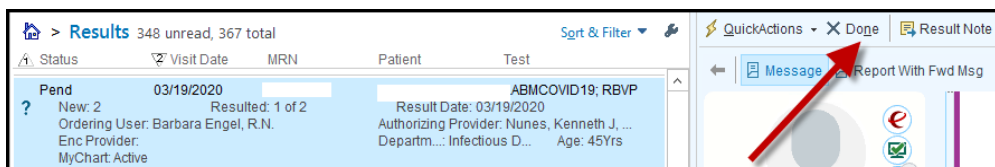
Finally, select the appropriate option from your SmartList in the **Result Note** field by pressing the **F2** key and click **Accept**.



- As you close the encounter, you may see the following pop-up. This is to inform you that at least one of the results is in the preliminary status.



- Return to the In Basket Results message folder and **Done** the message to indicate that you have completed the necessary follow-up.



Sending a MyChart Instant Activation Code to a Patient

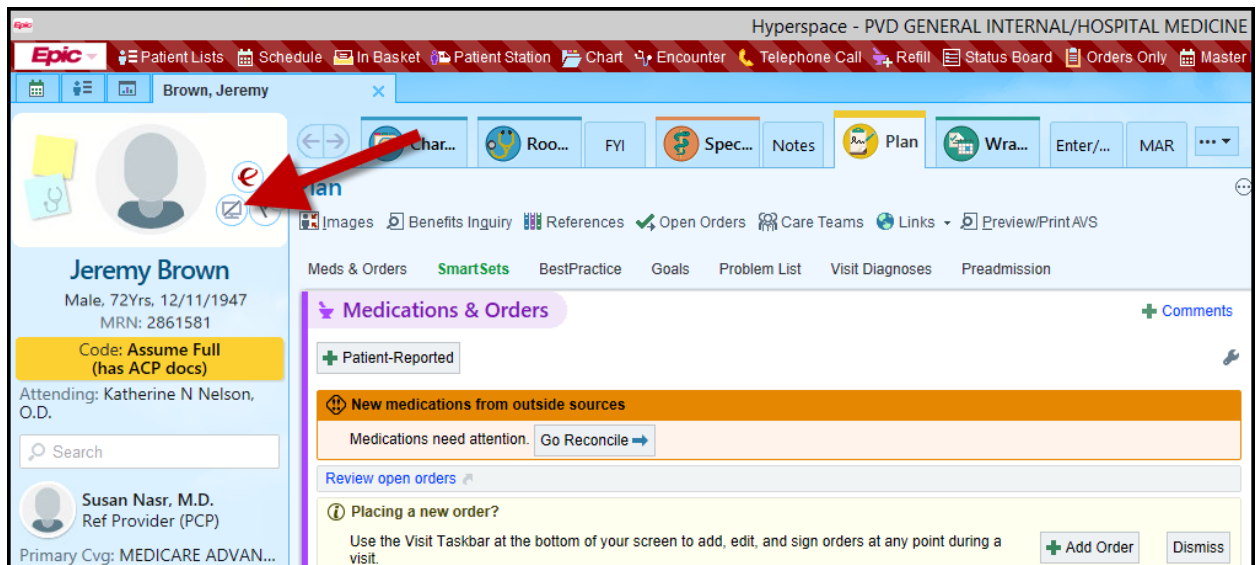
Summary

Providers have the ability to initiate the MyChart activation process for their patients. **Patients between the ages of 12 to 17 years old should first be evaluated for whether or not a MyChart account is appropriate and should ONLY be activated by a provider!** For additional information, please see the [MyChart Teen Activation FAQ's](#) tip sheet.

During the activation process, patients will receive an email with an **Instant Activation** link. This link allows patients to easily activate their account and is active for 24 hours. After that time, patients will have to use the portal link and code provided in the email.

Step-by-Step – Sending a MyChart Activation Code

1. Open a patient's chart. Notice the patient's **MyChart Status** icon on the patient's Storyboard. If the patient has not signed up for MyChart, the icon will appear with a line through a computer monitor. To activate, click the icon.



Note: Other statuses include:

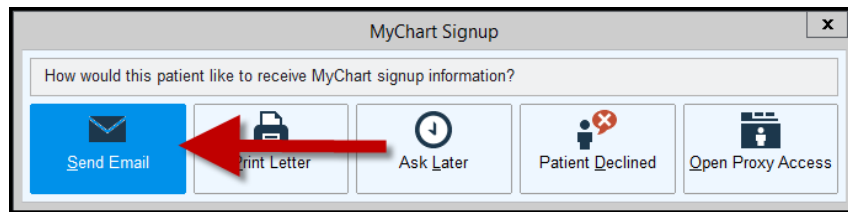


- **Active:** patient has established a MyChart account



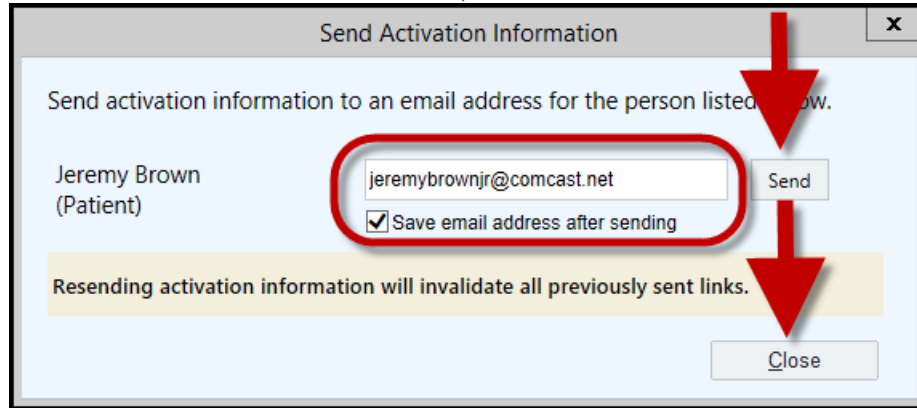
- **Pending:** patient has requested a MyChart account but has not completed the activation process

2. Click the **Send Email** button. We are only activating accounts via email.



3. Complete the process to enter, validate or correct (if needed) an email address:

a. If an email address is not on record, enter a valid address and click **Send**.



The Send button then appears with a green check –



By default, this address will be saved in the patient's record. Click **Close**.

b. If an email address is incorrect, make the necessary updates in the email field and click **Send**. Again, by default the address is saved in the patient's record. Click **Close**.

Note: It is imperative that you verify the patient's email on file. Often adolescent accounts may have her/his proxy's email address on file. Sending an activation code to the incorrect email address can yield significant HIPAA implications.

Nurses

Pushing Education/ Work Letters to Patient via MyChart

1. For patients that need a letter or education materials, click the Communications tab. This is only an option for patients with active MyChart accounts.

Communications

Communication Management

Search all contacts + Add 1 PCP 2 Pending 3 P

To: (Patient)

COVID Green COVID Yellow No Test COVID Yellow Test COVID Work/Excuse

Letter: No letter selected

Attach File

Attachments: No attachments

Route draft

New Communication

Preview Peng Send Now Send upon Closing Encounter Cancel

Previous Next

COVID Green COVID Yellow No Test COVID Yellow Test COVID Work/Excuse

From: JOHNSON R.N., LIS/ Reason:

Copy Letter Other

10 Ways to Manage Your Health At Home with a Viral Illness

1. Stay home from work, school, and away from other public places if you have symptoms. If you must go out, try not to use public transportation, ridesharing, or taxis.

2. Watch for symptoms. If your symptoms get worse, call your doctor. If you do not have a

3. Stay home and away from other people. If you must go out, try not to use public transportation, ridesharing, or taxis.

4. Stay home and away from other people. If you must go out, try not to use public transportation, ridesharing, or taxis.

5. Stay home and away from other people. If you must go out, try not to use public transportation, ridesharing, or taxis.

6. Stay home and away from other people. If you must go out, try not to use public transportation, ridesharing, or taxis.

7. Wash your hands often. Use with soap and water for at least 20 seconds. You can also clean your hands with an alcohol-based hand sanitizer with at least 60 percent alcohol.

8. Stay in a separate room and away from other people in your home. Use a different bathroom.

9. Stay in a separate room and away from other people in your home. Use a different bathroom.

10. Stay in a separate room and away from other people in your home. Use a different bathroom.

Attach File

Attachments: No attachments

Route draft

New Communication

Send Now Send upon Closing Encounter Cancel

2. Once all documentation is completed, Sign Encounter.

SIGN ENCOUNTER

3. You'll be returned to the In Basket where you should **Done** the message.

Customizing the InBasket Toolbar

Summary

Customizing your InBasket toolbar makes it more efficient and promotes ease of use.

Step-by-Step

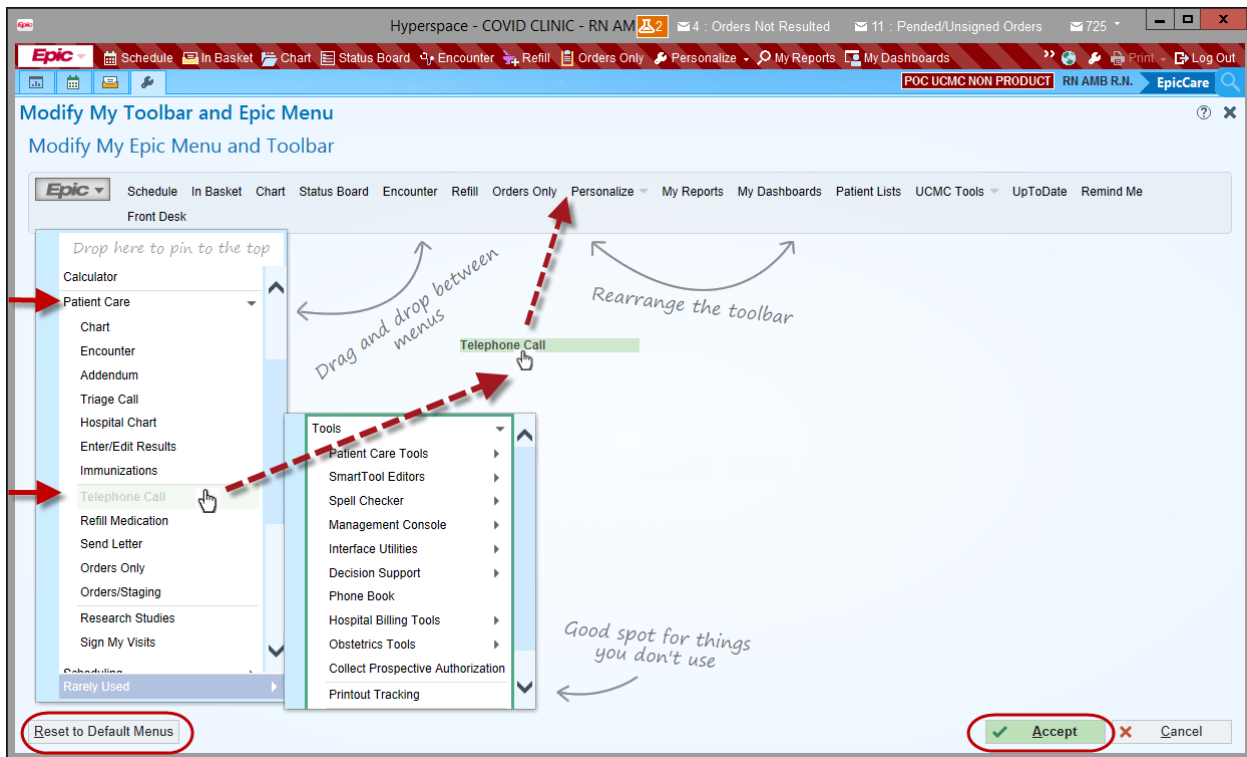
1. Begin customizing your toolbar by clicking the wrench icon in the upper right corner of your screen.



2. To add the **Telephone Call** button on your toolbar, click **Patient Care** in the **Modify My Toolbar Menu** window, then click and drag the **Telephone Call** menu item across from the vertical toolbar to the horizontal toolbar. Lastly, release it.

Repeat this step with any other menu items you want to add to the toolbar. Reverse the action for those items you want to remove from the toolbar.

Click **Accept** when you are satisfied with the look of your toolbar.



Note: Got a little trigger happy? Use the Reset to Default Menus button to restore your settings back to its original state.

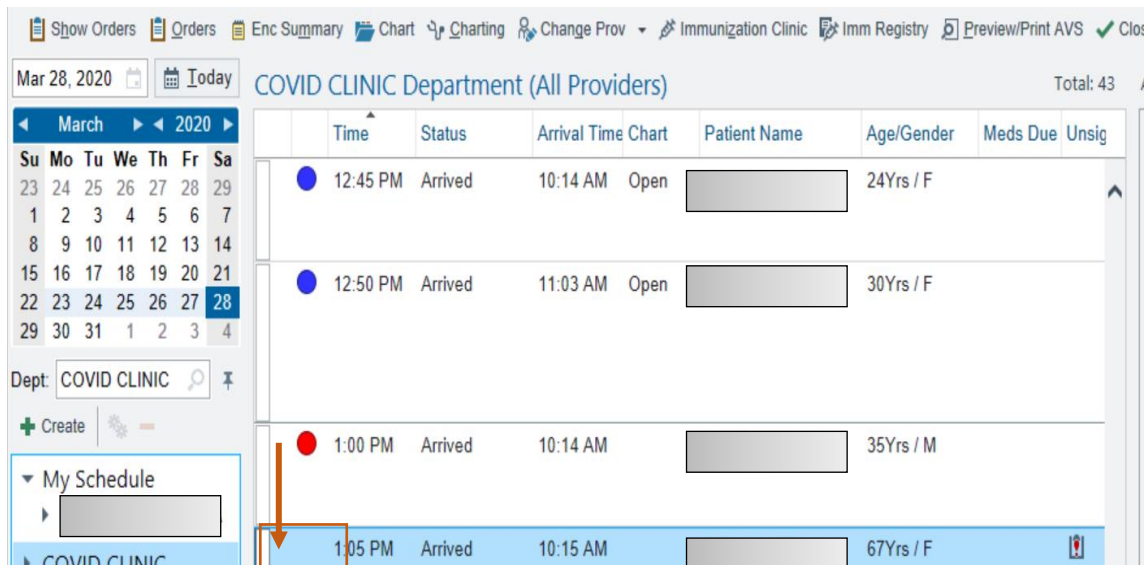
Entering Curb Side Orders

Summary

Entering in orders for COVID-19 Curbside testing for scheduled patient.

Step-by-Step

1. Open COVID CLINIC in epic and select scheduled patient without a red dot.



2. Click “None” in the Pathway section.

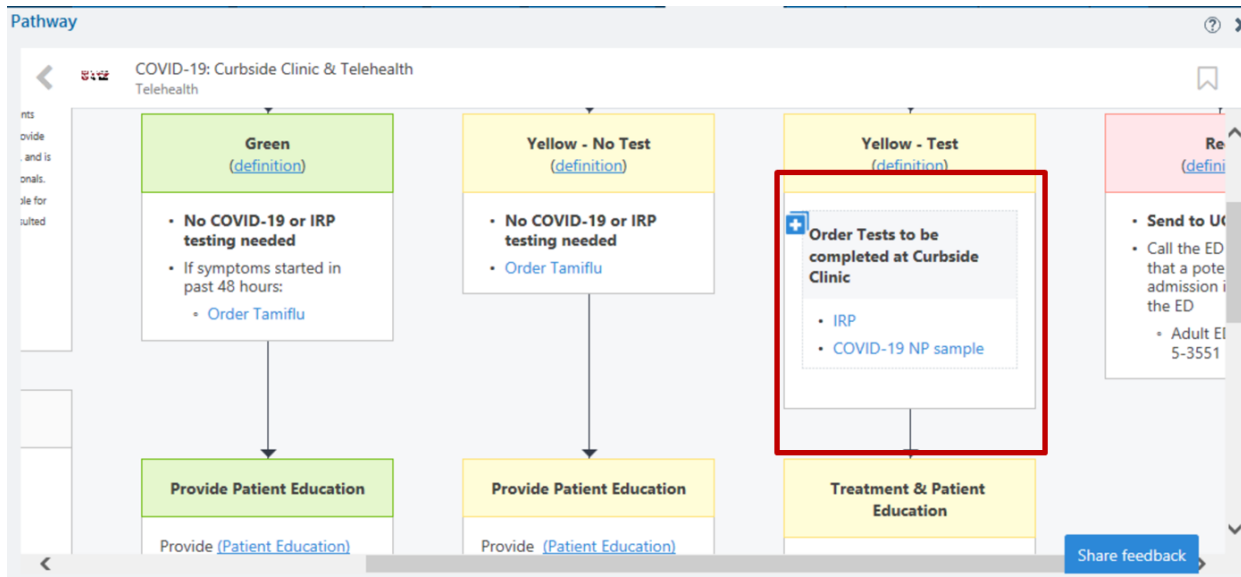
The screenshot shows the Epic EHR interface. The top navigation bar includes tabs for Chart Review, Rooming, Notes, Plan, Wrap-Up, Pathway, MAR, Enter/Edit Results, Immunizations, and FYI. The Pathway tab is selected. On the left sidebar, the 'Pathway: None' option is highlighted with an orange box and an arrow. The main content area displays 'Patient Location' and 'Visit Information' sections. The 'Visit Information' section shows a 'Reason for Visit' of 'None' and a list of 'Recent Visits with Visit Provider'.

3. Click: “COVID- 19: Curbside Clinic & Telehealth:

The screenshot shows the 'Pathway' selection interface. The left sidebar lists 'Suggested', 'Bookmarks', and 'All resources'. Under 'All resources', 'COVID-19 Pathways' is expanded, showing 'UCM Inpatient Pathways', 'UCM Emergency Medicine Pathways', and 'Ambulatory Pathways'. The 'COVID-19: Curbside Clinic & Telehealth' pathway is highlighted with a red box. The main content area displays a list of COVID-19 pathways, including 'COVID-19: Comer ED', 'COVID-19: Comer Inpatient PUI', 'COVID-19: Comer Inpatient- Outside Transfer ILI or New ILI In-House', 'COVID-19: Comer Newborn PUI', 'COVID-19: Curbside Clinic & Telehealth', 'COVID-19: Labor and Delivery', and 'COVID-19: Pediatric Respiratory Failure and/or Cardiac Arrest Outside the ICU'.

4. Click on “IRB” and “COVID-19” and then click “Accept” under the orders that will pop up.

Note: IRB might be replaced with another order such as RVP or perhaps no order at all. This is dependent on testing supplies and current situation. But this pathway will always reflect those changes.



5. Click “Dx Association” and associate the order with “Influenza Like Illness”. Ensure hard stops are resolved and two grey circles are connected. All orders need be placed in **“FUTURE”** status.

SARS-CoV-2 (COVID-19) Qualitative PCR (Telehealth) ✓ Accept ✗ Cancel

Process Inst.: If collecting with a respiratory panel, please use one swab and one transport vial for both tests. Place labels for both tests on the one vial. Both tests can be performed from the one vial. Tube directly to Microbiology at tube station 906.

This test is intended for qualitative detection of nucleic acids from SARS-CoV-2, the agent of COVID-19. Test ONLY if patient symptomatic with influenza-like illness.

Status: Normal Standing Future

Expected Date: 3/28/2020 Today Tomorrow 1 Week 2 Weeks 1 Month 3 Months 6 Months

☒ Approx. 1 Month 2 Months 3 Months 4 Months 6 Months 1 Year

Expires: 4/27/2020 18 Months

Class: Unit Collect Unit Collect/Clinic Collect

Specimen Src: Flocked NP

Specific specimen source information (site, port, line, etc.): Nasopharyngeal swab

⚠ Next Required ✓ Accept ✗ Cancel

6. Once orders are filled out, click “Sign Encounter” and enter in ordering information below.
Order mode: Per Protocol. **Authorizing Provider:** Kenneth Nunes. **Order Provider and Entered by:** Your Name

Providers ✗

Ordering Information

Order mode: Per Protocol

Ordering provider: Your Name

Authorizing Providers

For procedures: NUNES, KENNETH J

Entry Information

Entered by: Your Name

Comments: No matches found

✓ Accept ✗ Cancel

7. When orders are signed. Go back to the schedule and place a **RED DOT** next to the patient’s name on the main schedule to indicate an order has been placed.

UCM Sick Healthcare Workers Instructions

NOTE: You may **NOT** work at all with Influenza-like-illness (ILI) or respiratory symptoms, even if you don't have a fever. Feel free to consult your own doctor about your care but use this flow chart to help you decide when to go back to work.

Do you have any of the following Influenza-like-illness (ILI) or respiratory symptoms: cough, fever, sore throat, body aches, diarrhea, runny nose, or congestion?

Yes

Do you have any of the following symptoms:

- SOB
- Trouble breathing
- Chest pain
- Wheezing
- Severe and/or constant abdominal pain
- Confusion
- Seizure/loss of consciousness
- Severe reduction in urine output (less than 2x per 24 hrs)
- Vomiting liquids

It is recommended you visit your closest Emergency Department

Yes

No

COVID-19 testing is recommended
Please call (773) 702-6819 to schedule testing in the UCM COVID-19 testing clinic

Positive for COVID-19

You should stay on home isolation precautions until you have been home at least 7 days and have been symptom free for 72 hours.
This means you may need to stay home for much longer than one week but never less than one week.

Negative for COVID-19

You may return to work when you are asymptomatic for 24 hours.
If you tested positive for influenza you must be out at least 7 days or until you no longer have a fever for at least 24 hours.

Not tested

You should stay on home isolation precautions until you have been home at least 7 days and have been symptom free for 72 hours.
This means you may need to stay home for much longer than one week but never less than one week.

Swabbing Instructions

Covid Testing Only

- Insert the flocked swab into the nasal passage until a slight resistance is met.
- Rotate the flocked swab 2-3 times and hold the swab in place for 5-10 seconds to ensure maximum absorbency.
- Repeat in the second nostril with the same swab
- Put the swab in the white top ESwab viral transport media and break the shaft at the designated breakpoint.
- Tightly close the lid
- Place COVID-19 label on the specimen



RVP or IRP with COVID-19 co-testing:

Patient Population:

- Patients being admitted
- Patients discharged from the ED, Curbside Testing, or Ambulatory Clinics who are immunocompromised or pregnant ≥ 32 weeks

Collection Method:

Collection Device: Flocked Nasopharyngeal Swab in an Universal Viral Transport (Pictured on the right; Oracle: 136641)

Process:

1. Insert a flocked Nasopharyngeal swab into the nostril parallel to the palate, until a slight resistance is met.
2. Rotate the swab 2-3 times and then leave the swab in place for 5-10 seconds to absorb secretions.
3. Place swab in red top universal viral transport media
4. Tightly close the lid.
5. Place RVP/IRP and COVID-19 label on the specimen
6. Tube directly to microbiology (tube station 906)

Updated: 3/31/2020

Author: J. Male-Munoz

Location: VOL1\Center for Quality Department\QPI\2. Project Files\COVID-19\Tip Sheets



Insert the flocked swab into the nasal passage until a slight resistance is met.



Rotate the swab two or three times and hold the swab in place for 5-10 seconds to ensure maximum absorbency.



Put the swab in the viral transport media and break the shaft at the designated breakpoint.

**Specimen Collection and Doffing PPE for
SUSPECTED or CONFIRMED COVID-19 PATIENTS SEEN INSIDE**

In Exam Room:

- Step 1: Collect Specimen and place it in the biohazard bag.
- Wipe the specimen bag with PDI wipes
- Step 2: Sanitize gloves with Purell
- Step 5: Doff gown and goggles,
- Keep mask on.
- Step 6: Sanitize gloves with Purell.
- Steps 7: Places biohazard bag in a second bag
- Step 8: Doff gloves
- Step 9: Sanitize hands with Purell
- Step 10: Don new gloves
- Step 11: Picks up specimen bag
- Step 12: Leads Patient out the door and provides patient education
- Step 13: Places specimen in the cooler.

**Personal Protective Equipment (PPE) for
SUSPECTED or CONFIRMED COVID-19 PATIENTS SEEN OUTSIDE**

Curbside Respiratory Clinic Testing

Personal Protective Equipment (PPE) Required at ALL TIMES when tending to patients:

- Tyvek suit
- Gloves
- Surgical mask
- Eye protection (e.g., goggles / face shield)
- Bouffant cap
- NOTE: Personal, eyeglasses do not substitute as eye protection!

DON the following PPE **PRIOR** to **tending**

1. Sanitize hands



2. Don Bouffant cap



3. Don Tyvek suit



4. Don surgical mask



5. Don eye protection



6. Don gloves



PPE change In-Between Patient Testing

1. Sanitize gloves with Purell
2. Spray Tyvek suit with 70% alcohol (specifically sleeves AND front of suit from the neck down) OR wipe down suit with purple-top, PDI wipes (specifically sleeves AND front of suit from the neck down)
3. Sanitize gloves with Purell
4. Doff dirty gloves
5. Sanitize hands with Purell
6. Don new gloves

Pre Appointment Patient Education

You Have an Appointment for COVID-19 Testing

What You Must Know to Protect Yourself and Others

Based on your symptoms, you need to be tested for Coronavirus (COVID-19).

Read over the information in this packet before your appointment. These instructions will help you know what to do before and after your appointment.



Doing these things can help keep the COVID-19 virus from spreading to other people in your household and community.

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Content adapted from Centers for Disease Control and Micromedex Carenotes™.

Health Literacy and Plain Language Translation by Diversity, Inclusion and Equity Department 3-22-2020

Your COVID-19 Testing Appointment

It is best to drive yourself or have a loved one drive you to your appointment

Location: 901 East 58th Street, Chicago IL 60637

Bring your Photo ID. Testing takes about 15 minutes

We want you to arrive alone for this visit. For safety reasons, if you need help from a friend or family member, this can only be 1 person.

Arrive On-Time for Your Appointment.

If You Arrive by Car:

You will have drive-thru testing. You will not need to get out of your car.

- 1. Do not roll down your window until told to do so.**
2. When you arrive at the drive-thru entrance, put your photo ID on the dashboard.
3. A staff member will look at your ID from the window and check you in for your appointment.
4. To complete your COVID-19 test, staff will have you roll down your window. Staff will use a nose swab to take your test sample.
5. Staff will give you follow-up instructions and you can drive home.

If You Arrive by Public Transport or by Foot:

You will be given testing inside the clinic.

1. In the entrance area take a mask and put it on. Anyone who comes with you must also put on a mask.
2. Check-in at the reception desk and wait in the waiting area
3. Staff will call you into the clinic room for testing.
4. For your COVID-19 test, staff will use a nose swab to take your sample.
5. Staff will give you follow-up instructions and you can return home.

Your Results

If you have MyChart, the results will be there within 2 days of your lab test.

A member of our care team may call you. We cannot leave the results on voicemail.

10 Ways to Manage Your Health At Home When You Have a Viral Illness

- 1. Stay home** from work, school, and away from other public places if you have symptoms.

If you must go out, try not to use public transportation, ridesharing, or taxis.



- 7. Wash your hands often.**

Use with soap and water for at least 20 seconds.

You can also clean your hands with an alcohol-based hand sanitizer with at least 60 percent alcohol.



- 2. Watch for symptoms.**

If your symptoms get worse, call your doctor. If you do not have a doctor, call our hotline at (773) 702-2800.



- 8. Stay in a separate room and away from other people in your home.**

Use a different bathroom.

If you need to be around other people wear a facemask.



- 3. Get rest and stay hydrated.**



- 4. If you have a medical appointment, call the doctor ahead of time.**

Tell them that you have or may have a viral illness.



- 9. Do not share personal items** with other people in your home including dishes, towels, and bedding.



- 10. Clean all surfaces that are touched often.**

This includes counters, tabletops, and doorknobs.



Use household cleaning sprays and follow the label instructions.

- 5. For a medical emergency call 911 or go to your local emergency department.**



- 6. Cover your cough and sneezes.**



Go to www.cdc.gov/covid19-symptoms for information on COVID-19 symptoms.

For more information related to COVID-19 go to: www.cdc.gov/COVID19

UChicago Medicine COVID-19 Hotline
(773) 702-2800

At Home Care for Possible Viral Illness or COVID-19

You have a viral syndrome. This may include symptoms like muscle aches, fevers, chills, runny nose, cough, sneezing, sore throat, throwing up or diarrhea (watery stools).

- One possible virus you may have is SARS-CoV-2, the virus that causes COVID-19, also known as the novel coronavirus.
- The virus you have may be a different infection such as the common cold or flu.
- Most patients with COVID-19 have mild symptoms and recover on their own. Resting, staying hydrated, and sleeping are often helpful.
- The elderly or anyone with serious medical issues may have worse symptoms.
- If your general health is well, you will be able to go home and treat your symptoms with liquids by mouth and medicines for fever, cough and pain.

COVID-19 Testing

- If you had a COVID 19 test, we will have the results in a few days.
- If you have MyChart, the results will be there within 48 hours of your lab test.
- A member of our care team may call you. We cannot leave the results on voicemail.

Precautions When Seeking Care at a Healthcare Facility

Get medical attention right away if your illness gets worse including having a fever or having a hard time breathing.

- Call the doctor or emergency room ahead of time.
- Put on a facemask before you enter the emergency room or clinic.
- Put on a facemask before emergency medical services arrive at your home.
- These steps will help the doctor's office keep other people in the office or waiting room from getting infected or exposed.

Staying at Home

- **Do not leave your home, except to get medical care.** Do not go to work, school, or public areas. Do not use public transportation, ride-sharing, or taxis.
- **Do not have contact with other people or animals in your home.** This is so you will not spread this infection. Stay in a separate room and use a separate bathroom.
- **You must self-isolate for at least 7 days after your symptoms have gone away.**
- Wait for at least a week and several more days after you feel well before returning to your regular activities, work or school.

At Home Care for Possible Viral Illness or COVID-19

Precautions at Home

- If you get sicker you may need to go back to the Emergency Department or contact your doctor for another exam.
 - This includes having symptoms of a hard time breathing, chest pain, not able to eat or drink much, throwing up, diarrhea (watery stools) or feeling weak.
- Do not share personal household items including dishes, drinking glasses, cups, eating utensils, towels, or bedding with other people or pets in your home. After using these items, wash them really well with soap and water.
- Do not touch your eyes, nose, and mouth with unwashed hands.
- Cover your mouth and nose with a tissue when you cough or sneeze. Throw used tissues in a lined trash can and then wash your hands with soap and water right away for at least 20 seconds or with an alcohol-based hand sanitizer.
- Wash your hands often with soap and water for at least 20 seconds. If you do not have soap and water, use an alcohol-based hand sanitizer with at least 60 percent alcohol.
 - Cover all surfaces of your hands and rub them together until they feel dry.
 - Soap and water must be used if you can see dirt of your hands.

Cleaning Your Home

- Clean high touch surfaces every day. This includes counters, tabletops, doorknobs, bathroom fixtures, toilets, phones, keyboards, tablets, and bedside tables.
- Clean any surfaces that may have blood, stool, or body fluids on them.
- Use a household cleaning spray or wipe to clean surfaces. Follow the instructions for safe and effective use of the cleaner. This includes precautions such as wearing gloves and making sure you have good air ventilation when using the product.

Resources for More Information

Illinois Department of Health websites:

https://www.chicago.gov/city/en/depts/cdph/provdrs/health_protection_and_response/svcs/2019-novel-coronavirus--2019-ncov-.html

Centers for Disease control (CDC) Corona Website:

<https://www.cdc.gov/coronavirus/2019-ncov/faq.html>

For more questions: Talk with your state or local health department or your doctor.

You can also contact UChicago Medicine COVID-19 Hotline at (773) 702-2800

Precautions for Viral Illness or COVID-19

At Home Instructions for Household Members, Intimate Partners and Caregivers

These precautions are for **anyone who may have close contact in a non-healthcare setting with a patient who has lab confirmed symptoms of COVID-19** or a person being checked for COVID-19 or with another viral illness such as the flu

For more information go to: www.cdc.gov/coronavirus/2019-ncov/php/risk-assessment.html

Close Contacts Must Follow These Recommendations

To care for and support the patient with COVID-19 symptoms or other respiratory viral illnesses, you must:

- Understand and help them follow their doctor's instructions for medications and care.
- Help the patient with basic household needs and provide support for getting groceries, prescriptions, and other personal needs.
- **Keep watch of the patient's symptoms. Get help if the patient is getting sicker.**
 - If your loved one has been confirmed to have COVID-19, call their doctor and tell them that the patient has lab confirmed COVID-19. This will help the doctor's office take steps to keep other people in the office or waiting room from getting infected. Ask the doctor to call the local or state health department for more guidance.
 - If the patient has a medical emergency and you need to call 911, tell the person on the phone that the patient has, or is being checked for COVID-19.
- Be sure shared spaces in the home have good air flow, such as by an air conditioner or an opened window when there is good weather.
- Do not have visitors who do not have to be in the home.
- Care for any pets in the home. Anyone who is sick must not handle pets or other animals. This is to prevent the spread of infection.

Keep Watch of Your Own Health

- Call your doctor right away if you develop symptoms of COVID-19 such as a fever, cough or shortness of breath.
- **Wash your hands often** with soap and water for at least 20 seconds or use an alcohol-based hand sanitizer that has 60 to 95 percent alcohol.
 - Cover all surfaces of your hands and rub them together until they feel dry.
 - Soap and water must be used if you see dirt on the hands.
- **Do not touch your eyes, nose, and mouth with unwashed hands.**
- Stay in another room and **be separated from the patient as much as possible.**
- Use a separate bedroom and bathroom.

Precautions for Viral Illness or COVID-19

At Home Instructions for Household Members, Intimate Partners and Caregivers

To Protect Yourself and Others

- **Do not share household items with the patient.** Do not share dishes, drinking glasses, cups, eating utensils, towels, bedding, or other items. After the patient uses these items, wash them very well (see below “Washing Laundry”).
- **Clean all “high-touch” surfaces**, such as counters, tabletops, doorknobs, bathroom fixtures, toilets, phones, keyboards, tablets, and bedside tables, every day. Also, clean any surfaces that may have blood, stool, or body fluids on them.
- Use a household cleaning spray or wipe, according to the label instructions. Labels have instructions for safe and the best use of the cleaning product. This includes precautions you must take when putting on the product, such as wearing gloves and making sure you have good air ventilation when using the product.

Masks and Personal Protective Equipment

- **If you have masks available, the patient is the one that needs to wear the facemask when around other people.** If the patient is not able to wear a facemask (for example, because it causes trouble breathing), the caregiver must wear a mask when in the same room as the patient. If you do not have masks, try to maintain a distance of 6 feet as much as possible.
- Wear a disposable facemask and gloves when you touch or have contact with a patient’s blood, stool, or body fluids, such as saliva, sputum, nose mucus, throw-up or urine.
- Throw out disposable facemasks and gloves after using them. Do not reuse.
- **When removing personal protective equipment:** First remove and dispose of gloves. Then clean your hands right away with soap and water or alcohol-based hand sanitizer. Next, remove and dispose of facemask, and clean your hands right away again with soap and water or alcohol-based hand sanitizer.
- Place all used disposable gloves, facemasks, and other contaminated items in a lined container before throwing them out with other household waste. Clean your hands with soap and water or an alcohol-based hand sanitizer right away after handling these items. Soap and water must be used if see dirt on hands.

Washing Laundry

- Remove and wash clothes or bedding right away that has blood, stool, or body fluids on it.
- Wear disposable gloves when touching soiled items and keep soiled items away from your body. Clean your hands with soap and water or an alcohol-based hand sanitizer right away after removing your gloves.
- Read and follow directions on labels of laundry or clothing items and detergent. You can use normal laundry detergent according washing machine instructions and dry very well using the warmest temperatures recommended on the clothing label.

For more questions: Talk with your state or local health department or your doctor.
You can also contact UChicago Medicine COVID-19 Hotline at (773) 702-2800.

Medication Instructions for Oseltamivir (Tamiflu) for Influenza

Oseltamivir is to treat and prevent Influenza (the flu). It is not right for everyone. Do not use oseltamivir if you had an allergic reaction to it.

How to Use Oseltamivir

Your doctor will tell you how much medicine to take.

- Do not use more than directed.
- Start taking as soon as possible.
- Read and follow the patient instructions. Talk to your doctor or pharmacist if you have any questions.

Ask your doctor or pharmacist before using any other medicine, including over-the-counter medicines, vitamins, and herbal products.

Do not take Oseltamivir:

- For any illness other than the flu
- If you were given the live influenza vaccine (nasal mist) in the past 2 weeks
- If you are getting the vaccine within 48 hours, unless your doctor says it is okay

Missed dose:

- If you miss a dose and your next dose is due **within 2 hours**, skip the missed dose and take your medicine at the normal time.
- Do not use extra medicine to make up for a missed dose.

Oseltamivir comes in both capsule and liquid form.

- **Capsules:**
 - Store at room temperature.
 - Keep away from heat, moisture, and direct light.
 - You may open the capsule and mix the contents with a sweet liquid (such as chocolate syrup, corn syrup, or sugar dissolved in water).
- **Oral (by mouth) liquid:**
 - Keep in the refrigerator and use within 17 days. Do not freeze.
 - You may also keep the medicine at room temperature, but use it within 10 days. Throw away any medicine that has not been used within this time.
 - Shake the oral liquid before each use.
 - Measure the liquid medicine with the oral dispenser that came with the medicine. Ask your pharmacist for an oral measuring spoon or syringe if you do not have one.

Ask your doctor or pharmacist if you have any questions.

Medication Instructions for Oseltamivir (Tamiflu) for Influenza

Warnings When Using This Medicine

- Tell your doctor if you are pregnant or breastfeeding.
- Tell your doctor if you have kidney disease, liver disease, heart disease, lung disease, or a weakened immune system.
- Call your doctor if your symptoms do not improve or if they get worse.
- This medicine may cause serious skin reactions and unusual thoughts or behaviors
- The liquid form of this medicine has sorbitol. Tell your doctor if you have hereditary fructose intolerance.
- This medicine is not a substitute for a yearly flu shot.
- This medicine will not prevent a bacterial infection.
- Keep all medicine out of the reach of children.
- Never share your medicine with anyone.

Possible Side Effects

Call your doctor right away if you have any of these side effects:

- Allergic reaction: Itching or hives, swelling in your face or hands, swelling or tingling in your mouth or throat, chest tightness, trouble breathing
- Blistering, peeling, red skin rash
- Confusion, agitation, seeing or hearing things that are not there, change in mood or behavior, seizures
- Fever, chills, cough, sore throat, body aches

Talk with your doctor if you have these less serious side effects:

- Throwing up or Nausea (feeling like you want to throw up)
- Diarrhea (watery stools)
- Stomach pain, or upset stomach

Tell your doctor about other side effects you think are caused by this medicine.

Call your doctor for medical advice about side effects.

You may report side effects to the FDA at 1-800-332-1088.

Handwashing Instructions

Help keep the COVID-19 virus from spreading to other people in your household and community.

- **Do not touch your eyes, nose, and mouth with unwashed hands.**
- **Cover your mouth and nose with a tissue when you cough or sneeze.**
Throw used tissues in a lined trash can and then wash your hands with soap and water right away for at least 20 seconds or with an alcohol-based hand sanitizer.
- **Wash your hands often with soap and water for at least 20 seconds.**
- If you do not have soap and water, use an alcohol-based hand sanitizer with at least 60 percent alcohol.
- Soap and water must be used if you can see dirt of your hands

How to Use Hand Sanitizer



Apply hand sanitizer on palm of one hand



Rub hands together



Cover all surfaces until hands feel dry (20 seconds)

How to Wash Your Hands



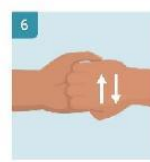
Wet hands and apply soap



Rub front and back of hands together



Scrub between fingers and rub back of fingers on other palm



Clean thumbs and wash fingernails and finger tips



Rinse hands then dry with a single use towel



Use towel to shut off water. Your hands are now clean



Follow Up After Your Test for COVID-19

Follow Self-Isolation until you get your test results. (see page 2)

Most patients (about 80 percent) with the corona-virus (COVID-19) will have mild symptoms and get better in a few days.

You may need emergency care if you have these symptoms:

- Shortness of breath when at rest or with hard work
- Hard time breathing
- Chest pain when at rest or with hard work
- Wheezing
- Very bad or ongoing stomach pain
- Feeling confused
- Seizure or passing out (loss of consciousness)
- Cannot urinate (pee) or urinating less than 2 times in 24 hours

**If you have any of these symptoms go to the
emergency room or call the UChicago Medicine
COVID19 Hotline at (773) 702-2800**

Your Test Results

If you have MyChart, results are there within 2 days of your lab test.

A member of our care team may call you. We cannot leave the results of your lab test on voicemail.

COVID-19 Test and Self-Isolation

Self-Isolation helps stop the spread of COVID-19 (coronavirus). You must self-isolate while you are waiting for your test results. If your test is negative you do not have the virus and may stop self-isolation.

People on Self-Isolation Must Do These Things for 14 Days

- **Stay home most of the time.** Do not go to school, work, or public areas or attend large gatherings.
- Do not use public transportation, ride sharing or taxis.
- Do not travel. If you travel and get sick when traveling, you must tell healthcare and local public health workers about your recent travel.
- **Wash your hands often and practice good hygiene.**
- If you feel healthy, you may be able to leave the home (in a private car) for a limited time to take care of basic needs. This may include grocery shopping or visiting the pharmacy. Do not go out of the house during busy times of the day.
- Do not go to non-emergency medical appointments until after your 14 days of self-isolation. If you have a medical appointment that you have to go to, you must work with your doctor and local public health workers to plan the visit.
- If a person you had close contact with becomes positive for COVID 19, stay in self-isolation at home and call your doctor for instructions on next steps to take and how long to be at home.

What to Watch for During Self-Isolation

- Take your temperature 2 times a day. Watch for a fever.
- Watch for cough or hard time breathing.
- Family members or other people who live in your home may stay in your home.
- If people you live with get COVID-19, they must also be on self-isolation in your home or another facility for 14 days from the time of their last exposure to someone who was sick.

Help With Your Daily Needs

- If you live alone, or if every member of your household is on self-isolation, you will need to get help with any daily needs during this time.
- Plan for help from relatives, neighbors or friends by telephone, email or text message.
- Persons helping with your daily needs must not have direct contact with you.
- If you need help with daily needs, you can also contact the Chicago Department of Public Health, at coronavirus@chicago.gov or call (312) 746-4835.

10 Ways to Manage Your Health At Home When You Have a Viral Illness

- 1. Stay home** from work, school, and away from other public places if you have symptoms.

If you must go out, try not to use public transportation, ridesharing, or taxis.



- 7. Wash your hands often.**

Use with soap and water for at least 20 seconds.

You can also clean your hands with an alcohol-based hand sanitizer with at least 60 percent alcohol.



- 2. Watch for symptoms.**

If your symptoms get worse, call your doctor. If you do not have a doctor, call our hotline at (773) 702-2800.



- 8. Stay in a separate room and away from other people in your home.**

Use a different bathroom.

If you need to be around other people wear a facemask.



- 3. Get rest and stay hydrated.**



- 4. If you have a medical appointment, call the doctor ahead of time.**

Tell them that you have or may have a viral illness.



- 9. Do not share personal items** with other people in your home including dishes, towels, and bedding.



- 10. Clean all surfaces that are touched often.**

This includes counters, tabletops, and doorknobs.



Use household cleaning sprays and follow the label instructions.

- 5. For a medical emergency call 911 or go to your local emergency department.**



- 6. Cover your cough and sneezes.**



Go to www.cdc.gov/covid19-symptoms for information on COVID-19 symptoms.

For more information related to COVID-19 go to: www.cdc.gov/COVID19

**UChicago Medicine COVID-19 Hotline
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Wet hands and apply soap



Rub front and back of hands together



Scrub between fingers and rub back of fingers on other palm



Clean thumbs and wash fingernails and finger tips



Rinse hands then dry with a single use towel



Use towel to shut off water. Your hands are now clean

